InciWeb

Incident Information System

User's Manual

Using the Interagency Incident Information Website

Version 2.4

IncIWeb Incident Information System	# User's Manual

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Introducing InciWeb

Welcome to InciWeb, an Internet-based interagency incident information system. InciWeb offers an easy way for Public Information Officers (PIOs) and other communications team members to provide the most current information about wildfires, prescribed burns, floods, hurricanes, and other events to the public, news media, and other interested parties. It also provides a convenient way for both internal and external audiences to find updated, consistently formatted information about incidents happening all across the country in one place.

InciWeb is available for use by federal, state, and local government agencies to provide information about all types of incidents of any size. Many PIOs and other communications team members have found that posting quality, confirmed, and current incident information on InciWeb, and letting internal and external audiences know that they can find it there, significantly reduces the number of phone calls and emails they receive and must respond to. InciWeb can serve as the primary source of incident information, saving the communications team time and effort.

About the InciWeb User Manual

This manual is designed to serve PIOs and others responsible for communicating incident information to the public. The following is an overview of how this manual is organized:

Chapter 1 "Getting Started with InciWeb" includes the basics for navigating the InciWeb site and gives examples of the information that can be posted and how it can be easily shared with the media, municipalities, and the general public. This chapter is useful for those who maintain information on the site so they can be familiar with how it is presented. It is also useful to help those visiting the InciWeb site to find information about incidents.

Chapter 2 "Publishing Incident Information on InciWeb" describes the steps to take to sign in to the InciWeb Admin Server through the NESS Application Portal or NAP.

"InciWeb Administrative Site" describes the features and options for adding incident information to post on InciWeb. This includes adding new incidents, editing existing incidents, adding summaries, articles and images. This chapter also discusses how to add neighbors and cooperators and also redirect to another incident if needed.

"Administration Screen for Users and Superusers" covers tasks involved in managing user accounts, special functions and additional resources accessible through the InciWeb site. This chapter also includes a description of tasks available to "superusers" who are granted unit management permissions on InciWeb.

This manual assumes you know how to work with Web-based forms and links, and use a pointing device (usually a computer mouse) and keyboard to copy, paste, and edit text online. If you are not experienced with these kinds of things and are anxious about working with an Internet website, do not worry. This manual will provide you with the information and instructions you need to work with the InciWeb system.

Additional Resources

The InciWeb site includes links to user documentation labeled **Help** in the footer section of the public InciWeb pages or a link labeled **InciWeb Help** on the top of the InciWeb Administrative Site pages.

The InciWeb Helpdesk is staffed by support people specialized in using InciWeb. You can contact them by email or you can contact them by telephone during their regular work hours. See the section "Resources for InciWeb Users" in the APPENDIX found in this manual.

Conventions Used in This Manual

To help clarify how to use the InciWeb system, the following typographic conventions are used in this manual:

Navigation links, labels, menu choices, and table headings displayed on the InciWeb pages are shown in **Arial Bold**. For example: **Closures**.

Internet addresses or URL's referenced in this manual are displayed in **Arial Bold sans-serif font**. For example: **http://www.inciweb.nwcg.gov/incident/1923/.**

Text that you enter into text boxes or other input fields in the InciWeb interface is shown in `Courier New font`. For example: `State Route 85 Reopened to Springfield`.

User-specific information, such as user names, passwords, email account information and agency contact information are shown in **`Courier New Bold`** enclosed with **`<brackets>`**. These items represent information specific to your account, agency, location, and activity and need to be replaced with the appropriate information. For example: **`<your-email-address>`**.

> Notes are displayed in offset text sections between paragraphs and highlighted with a light green-colored background.

User tips are found in text boxes along the margins of the manual and are highlighted in light blue

Chapter 1 Getting Started with InciWeb

This chapter presents an overview of the public side of the InciWeb application. InciWeb is designed to be accessible to anyone connected to the Internet. You can use this chapter to become familiar with how incident information is organized and displayed on the InciWeb site. You will want to be familiar with the Website both so you can more easily work with the system yourself and so you can direct other interested people to use the InciWeb site as a primary source for incident information.

As with most computer related tasks, it is often best to learn by doing. So you are encouraged to visit the InciWeb site to see what is there and how it works.

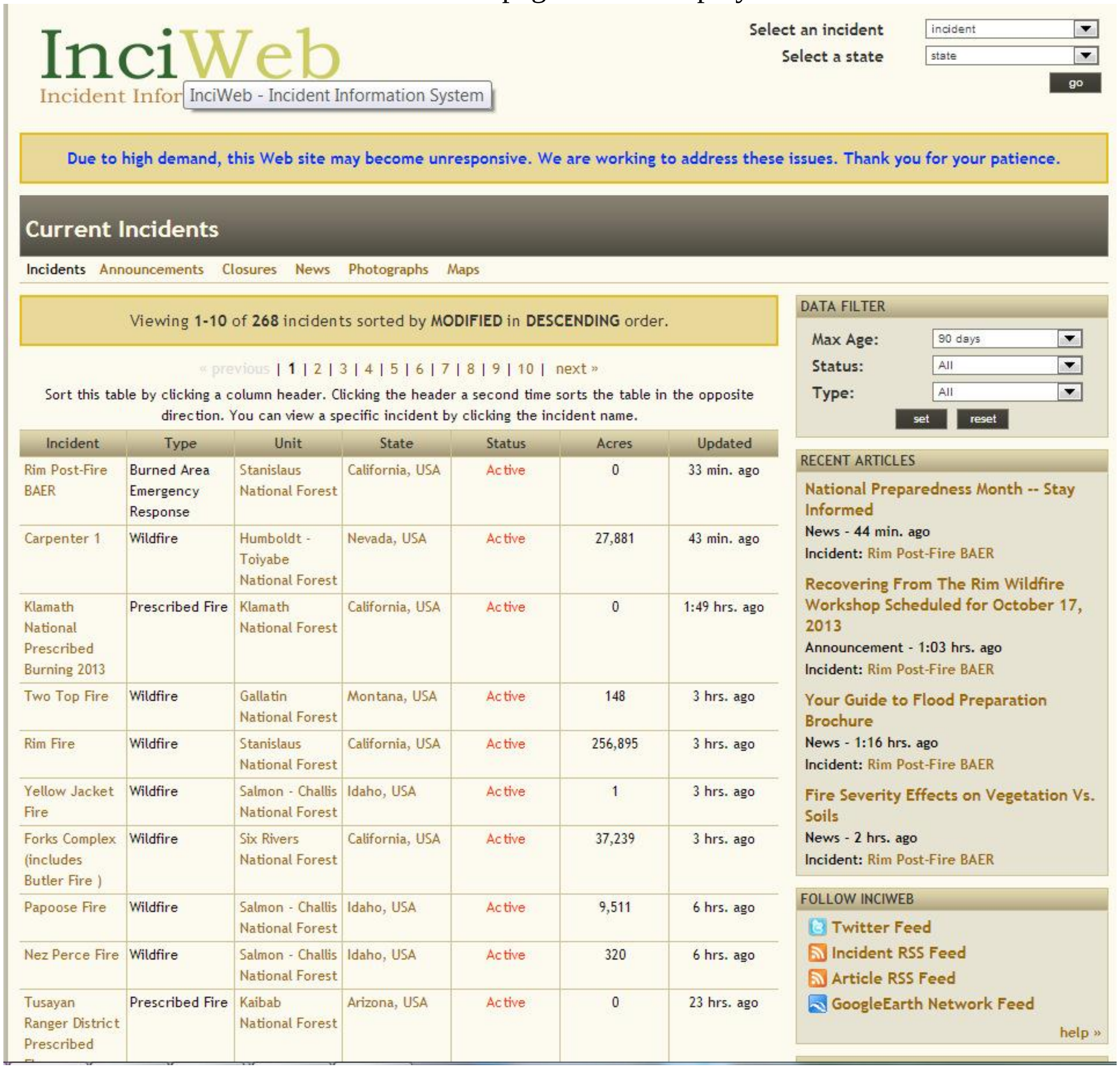
To be able to work with Inciweb, you will need a computer that is connected to the Internet equipped with a Web browser and a text editing program. In most cases, the agency you work for will provide this capability. Because InciWeb is a web-based system, you do not need to have a particular type of computer or software programs. You do not need a particular web browser. Internet Explorer from Microsoft® is the browser that most people are familiar with but you can also use InciWeb if you have Mozilla FireFox, Apple® Safari, Google® Chrome, or the Opera Web browser.

This section covers the organization and navigation of the InciWeb site for anyone visiting the website. Accessing these features does not require that you have an InciWeb account. The information is available to everyone with Internet access.

To view the InciWeb site:

1. Open a Web browser on a computer connected to the Internet
2. Enter the InciWeb URL (Web address) in the Web browser address box at the top of the Web browser screen:
   http://www.inciweb.nwcg.gov

3. After a few moments the InciWeb main page will be displayed.



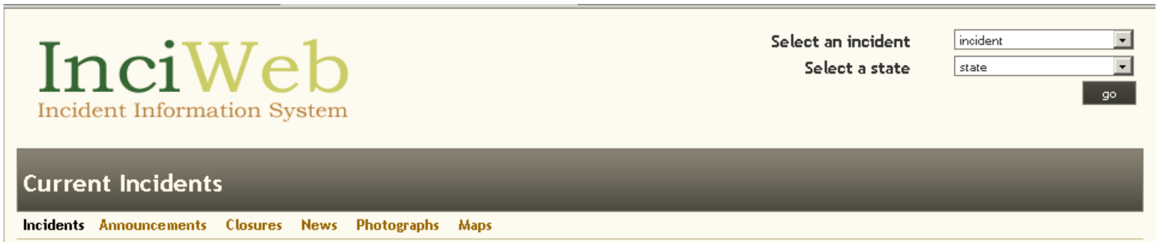
InciWeb Page Layout

InciWeb is designed with a consistent page layout throughout. The page layout used for the main page and is the basic layout for most pages on the public side of InciWeb. This section gives an overview of the page layout and the common elements found in each section of the InciWeb pages. The pages displayed when you have an InciWeb login account and are adding and updating information on InciWeb are discussed in Chapter 2

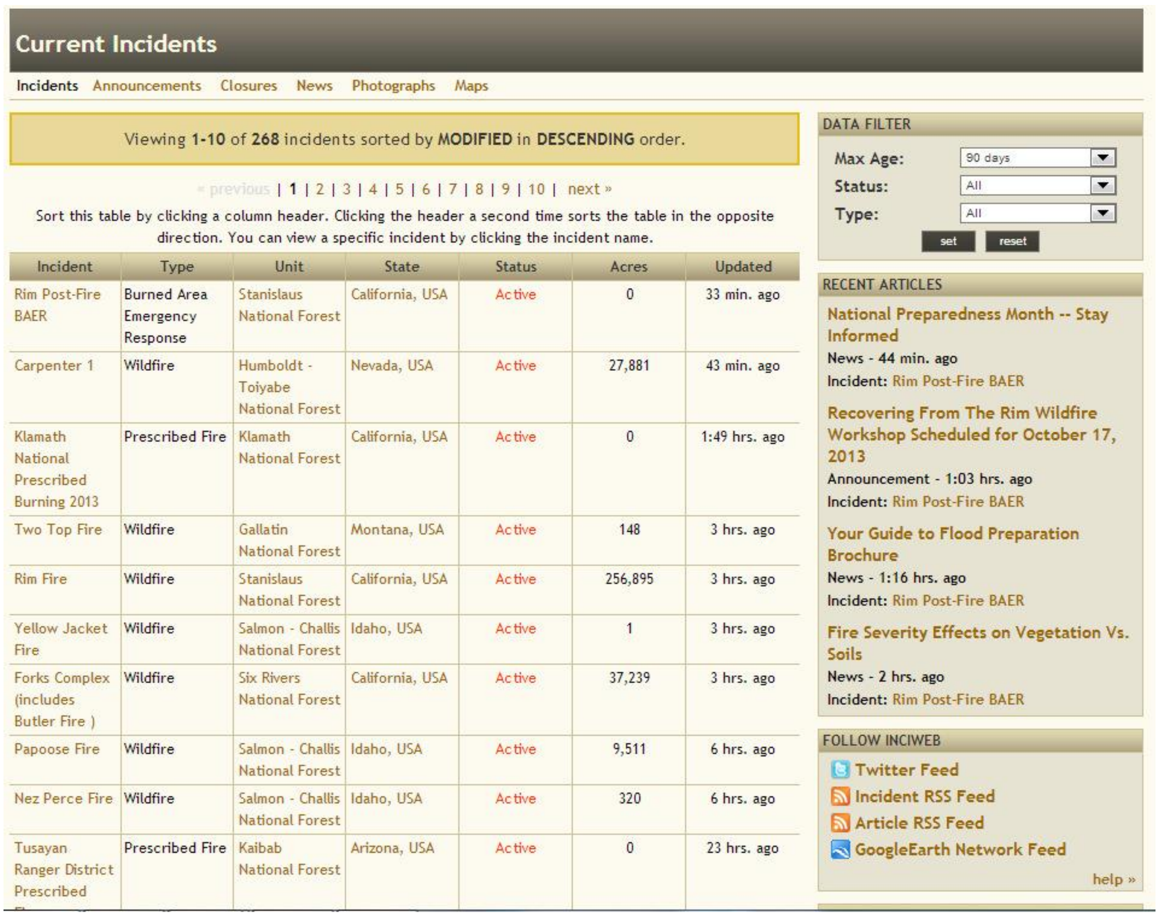
On the upper portion or header section of each page you can see the InciWeb logo and a **Select an incident** and **Select a state** menu boxes. Below these, you will see a page title bar with text that changes according to the page and incident you are viewing. The InciWeb logo on every page also functions as a link you can click on to get back to the main page.

Below the page title bar is a line of words corresponding with types of incident information: **Incidents**, **Announcements**, **Closures**, **News**, **Photographs**, and **Maps**.

These are navigational links to help access the different sections of incident information. Guidelines for how to add and update information to these sections is discussed in Chapter 2.

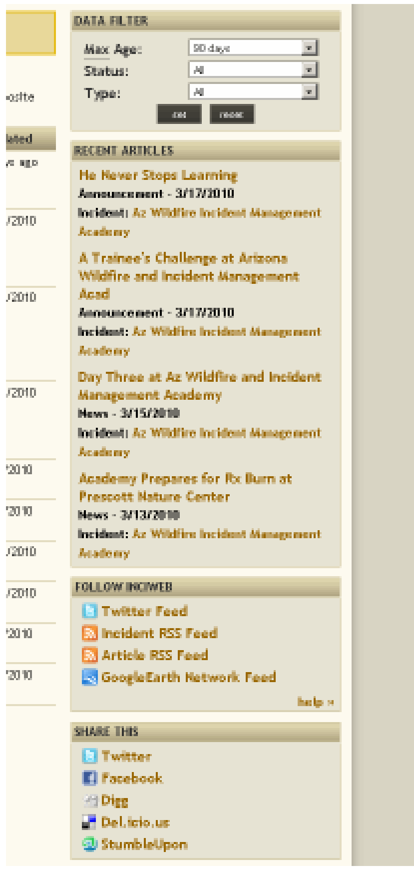


Below the top section, the left portion of the page is the information display area. This area will show tables with lists of incident information or specific types of information that have been added to the incident record by the responsible agency. This includes information that you or your colleagues will add and update as you use InciWeb



Incident	Type	Unit	State	Status	Acres	Updated
Rim Post-Fire BAER	Burned Area Emergency Response	Stanislaus National Forest	California, USA	Active	0	33 min. ago
Carpenter 1	Wildfire	Humboldt - Toiyabe National Forest	Nevada, USA	Active	27,881	43 min. ago
Klamath National Prescribed Burning 2013	Prescribed Fire	Klamath National Forest	California, USA	Active	0	1:49 hrs. ago
Two Top Fire	Wildfire	Gallatin National Forest	Montana, USA	Active	148	3 hrs. ago
Rim Fire	Wildfire	Stanislaus National Forest	California, USA	Active	256,895	3 hrs. ago
Yellow Jacket Fire	Wildfire	Salmon - Challis National Forest	Idaho, USA	Active	1	3 hrs. ago
Forks Complex (includes Butler Fire)	Wildfire	Six Rivers National Forest	California, USA	Active	37,239	3 hrs. ago
Papoose Fire	Wildfire	Salmon - Challis National Forest	Idaho, USA	Active	9,511	6 hrs. ago
Nez Perce Fire	Wildfire	Salmon - Challis National Forest	Idaho, USA	Active	320	6 hrs. ago
Tusayan Ranger District Prescribed	Prescribed Fire	Kaibab National Forest	Arizona, USA	Active	0	23 hrs. ago

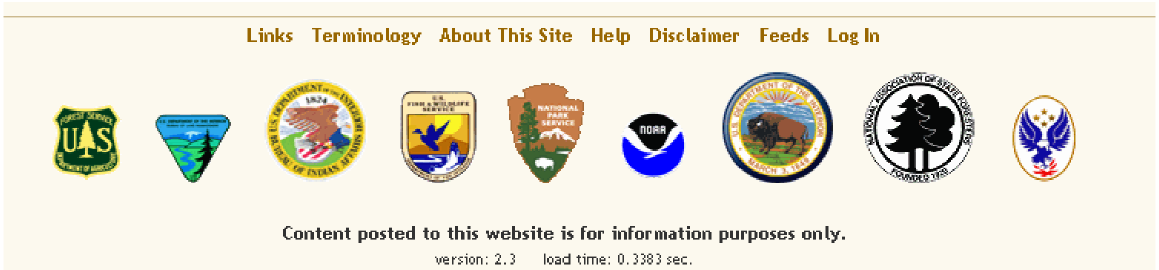
Along the right-hand side of the page is a column of boxed sections. The number of sections, their titles, and the information displayed in them will vary depending on what information is being displayed in the main information area. For example, on the main page, the sections on the right side include a **Data Filter** box, **Recent Articles**, and two boxes of tools for sharing information from InciWeb in other Internet formats or "bookmarking" incident pages with popular Internet social networking services. These are labeled **Follow InciWeb** and **Share This**.



When you view an individual incident record, additional sections are added to the column on the right side to include a box identifying the unit or agency responsible for the incident record and a box with contact information. If you are the PIO or the designated public spokesperson for the unit, your name and contact information would be displayed in this section for all incidents being managed by your unit.

Below the information display area and the right side sections is the page footer section. You may not see it displayed in your Web browser initially because it may be further down on the page. You can use the page scroll bar on the right hand edge of your browser window to shift the view to the bottom of the page. Alternately, some Web browsers respond to a scrolling wheel or track ball on the mouse. You may also be able to press the **Page Down** key on your computer keyboard to move down the page.

The footer section displays another line of text links that include **Links**, **Terminology**, **About This Site**, **Help**, **Disclaimer**, **Feeds**, and **Log In**. These are links to auxiliary pages on InciWeb, other related resources, a public disclaimer, and the link you will use to log into the InciWeb system to add and update incident information.



Below the footer links are logos for many of the incident response agencies that are approved to use the InciWeb system. Each of the logos is also a link to the agency's Fire and Aviation website. Moving your mouse cursor over an agency logo and clicking the mouse button will take you to the corresponding agency website (and away from InciWeb). You can use the back arrow button or command for your Web browser to return to InciWeb.

Most of the pages in InciWeb use this same page layout. That means you will always have access to the sections and links described above throughout the public side of the InciWeb site.

The next section gives an overview of how to get to different parts of the InciWeb site and how to find your way back to the main page.

Getting Around in InciWeb

As with most websites, you "navigate" or access different parts of the InciWeb site by clicking on links (also known as hyperlinks) displayed on each page. The main navigation links in InciWeb are displayed in gold-colored text. This is a visual indicator that tells you that you can view some other page by "following" or clicking on that link using the computer mouse or laptop touch pad. When you move a mouse cursor over any of these links, the link text will change to red. Do not be alarmed by the red color; it is not a warning or indication of an error. It is just a style choice made by the InciWeb designers.

After you click on a link and arrive at the related page, the link text you clicked on changes to black to indicate you are viewing the page you associated with the link shown in black letters. This is also a visual indicator you can use to know what page you are currently viewing. That can make it easier to find your way back to that page in the future.

Links within the **Current Incidents** table are also displayed as gold-colored text. When you move a mouse cursor over these table links, the text changes to a grey color and a light grey box is displayed around the link text. Otherwise, these links work the same as the other links on the InciWeb pages.

You do not need to worry about inadvertently changing someone else's work or making a mess of things on the public side of the InciWeb site. The InciWeb system is designed so that people visiting the site can view information but not change it. The steps you use to add to or change information on InciWeb are covered in Chapter 2

As you navigate to different pages and areas in InciWeb, you may wonder how you can get back to the main page. On each page in InciWeb you will find the InciWeb logo in the upper left corner of the screen or page. On the public side of InciWeb, clicking on the logo always brings you back to the main InciWeb page. This is convenient if you feel you are "lost deep in the woods" on InciWeb and want to find your way home: just click on the logo and you will be brought back to the "Home" page. Then you can easily find your way to other pages on the site.

Breadcrumb Trails

Another useful navigation tool in InciWeb is contextual links added to each page called "breadcrumbs." Much of the information on InciWeb is arranged in a hierarchical relationship that progresses from the general or summary level to more specific levels. For example, on the main page you can see a list of many incidents in different parts of the country. You use the links in the table to "drill down" into the details of particular incidents.

As you navigate into the pages of specific incidents, the InciWeb system builds a short trail of "breadcrumbs," or links that represent the sequence of pages leading to or the context of the page you are viewing relative to the main page. The breadcrumbs are displayed in the upper left side of the page just under the InciWeb logo.

As with other links on the site, you can click on the gold-colored links in the breadcrumb trail to go back to the applicable page associated with that link.

The breadcrumb or link farthest to the left in any breadcrumb trail is always the word **Incidents** and is a link back to the InciWeb main page. Along with the InciWeb logo mentioned above, this gives you another way to get back to the home page.

As mentioned above, the word **Incidents** to the far left immediately under the InciWeb logo is a link to the main InciWeb page. The next breadcrumb, reading from left to right, indicates that you are viewing the context of the state of **North Carolina**. Clicking this link will take you to the Incident page for displaying all incidents for that state. The next breadcrumb link to the right shows that you are within the context of **National Forests in North Carolina**. The breadcrumb link on the far right shows the context of the current page being displayed. In this example, the **Stoney Fork** incident is being displayed. These breadcrumb links give users another useful way to navigate the InciWeb site.

Below the InciWeb logo and the possible breadcrumb links, is a page title. The title bar is a dark brown color with the title text contrasted in off-white similar to the background color of the rest of the page. The title text displayed in the title bar is based on what page or information you have selected to view. This is often the text of the breadcrumb link on the far right.

Viewing Incident Information on InciWeb

This section discusses how to navigate and view incident information using the links below the title bar and the links in the **Incidents** table.

Links to Incident Information Sections

Immediately below the title bar is another line of text navigation links. These links include **Incident** (or **Incident Information**, depending on the context), **Announcements**, **Closures**, **News**, **Photographs**, and **Maps**. These information category links are displayed on each page on the public side of InciWeb. You use these links to view different types of information associated with incidents listed on the site.

Depending on what page or level of detail you are viewing, these section links will display the information for one or more incidents. For example, when you select to view an individual incident record, and then click on the **Photographs** link above the information display area, any photographs that were uploaded to that individual incident record are displayed. If you are at the main page and click on the **News** link, InciWeb will display a list of all the most recent news article titles, release dates, incident names, and an extract of text from the new article for all of the incidents currently displayed in the Incidents table.

Incidents Table Information and Links

The information display area on the main InciWeb page shows the **Current Incidents** table. By default, only ten incidents are displayed on the first page. During an active incident “season” this table is likely to include many more than ten active incident records. If the table of incidents extends to multiple pages, numbered page links will be displayed above the column headings of the table. These links will also include links labeled **Previous** and **Next**. Clicking on these links allows you to step through each page of incident listings.

The Table of Incidents includes a header row along the top that labels the content of the column below it and lists the names and descriptions of the column headings and content in the Current Incidents table.

Heading	Description
Incident	Displays the name given to the incident by the agency or other responsible organization that created the record. The name usually includes some reference to a geographical area.
Type	Indicates the category of the incident. In general, the categories indicate prescribed or planned incidents versus unplanned incidents.
Unit	Displays the name of the primary agency unit assigned to or responsible for managing the incident. This will generally also be the unit responsible for managing the InciWeb incident record.
State	Indicates the state where the incident is located.
Status	Displays the most recently recorded status of the incident. This will be either “active” or “inactive.”
Acres	Displays an estimate of the number of acres affected by the incident.
Updated	Shows the most recent time or date on which the incident information was updated. This value is generated automatically by the InciWeb system.

Note: The number of columns displayed on the Incident Table will change according to the level of detail and context that you have selected to view.

You can see in the Incident table that only the **Incident**, **Unit** and **State** columns display gold-colored text links. The other columns display text in black or, in the case of the **Status** column, either red or green indicating if an incident is active or inactive.

Note: The **Updated** field changes whenever a change is made to any portion of an **active** incident record. This may cause some confusion. For example, if a photo or map is added to an incident record after the incident status is changed to **inactive**, for example, but there is no other update to the status or other news of the incident, the **Updated** field may not be incremented to show the date the photo was added because the incident is no longer active.

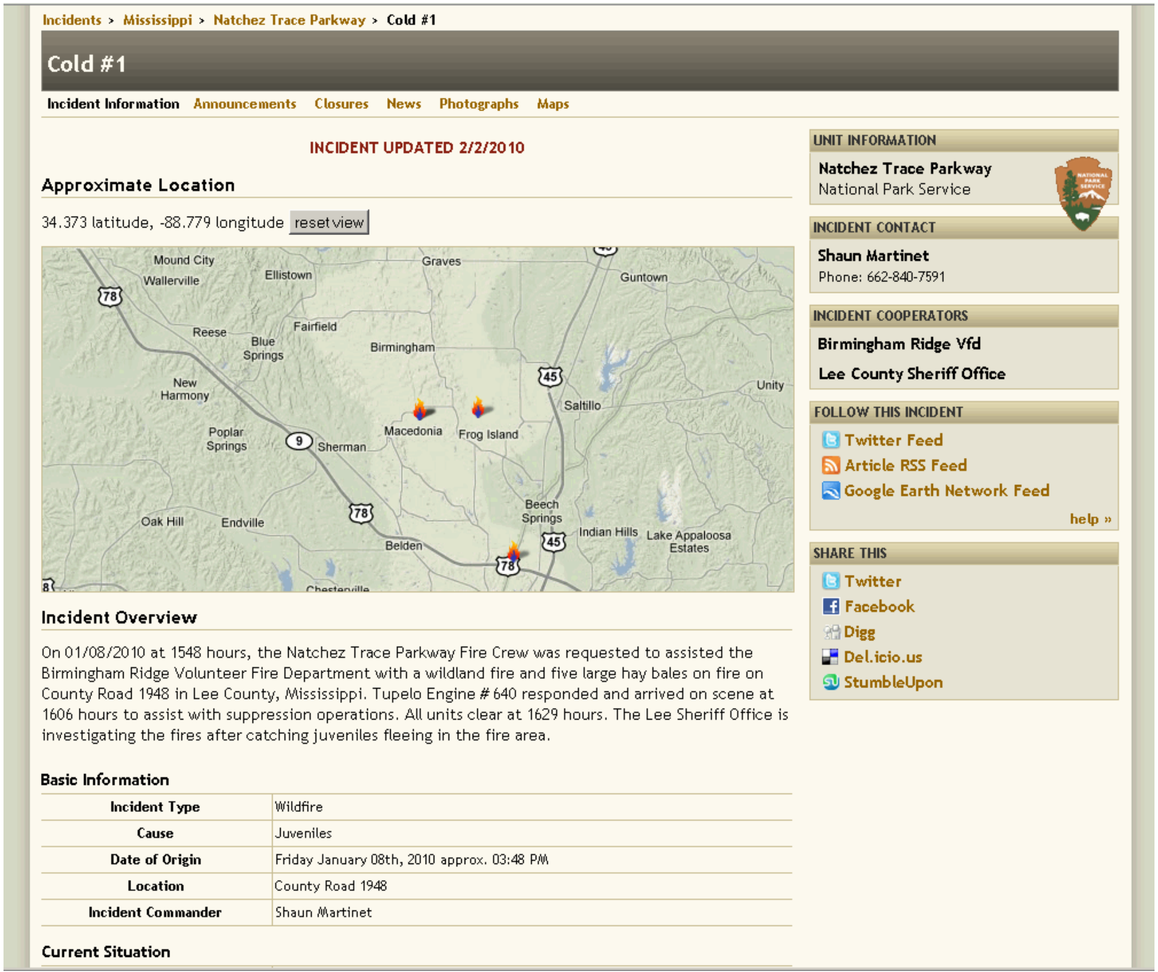
Individual Incident Records

Each incident record includes six information sections. Each incident record can have information in any or all of the six sections, but how much information depends on the incident and on the availability of someone to add and update the InciWeb record.

The following briefly describes the six information sections associated with each incident record. The six categories correspond with the information category text links displayed immediately below the title bar. More information and guidance on what information should be added to these sections in included in Chapter 2, "Publishing Incident Information on InciWeb."

Incident Information

The **Incident Information** page is the main information page for all incidents. This page displays data from the Section 209 record for the incident. This page may also include a map generated by Google Maps of the area affected by the incident. As with other pages in InciWeb, you may need to scroll down the page to see all of the information on the lower portion of the page.



Announcements

The **Announcements** section is used to publish one-time communications related to the incident. This may include an announcement of a public meeting or other agency plans or statements you want to communicate to the public.

Closures

This section is used for posting information about areas, roads, or facilities that are closed because of the incident. This might include sections of highways or communities. If there are no closures related to the incident, this section will be blank.

News

The **News** section is used to publish news releases issued for reporters, editors, and the general public. News releases are official statements and usually are prepared by the unit the incident is on or by the incident management team.

Photographs

This section can be used to post digital photos related to the incident. These might include pictures of the crews working to control the incident, general and aerial views of the incident in progress, or photos of particular areas of interest such as a local landmark or buildings affected by the incident. While photos can greatly enhance an incident record, they are not required to create an incident record.

Maps

Maps can be posted for each incident showing areas affected by the incident. As with photos, maps help the public more fully understand the scope and impact of an incident but are not required in order to create an incident record.

Other Public Features in InciWeb

The following describes the other features available to visitors to the InciWeb site. This includes an explanation of how to use the links and features along the right hand side of the page.

RECENT ARTICLES

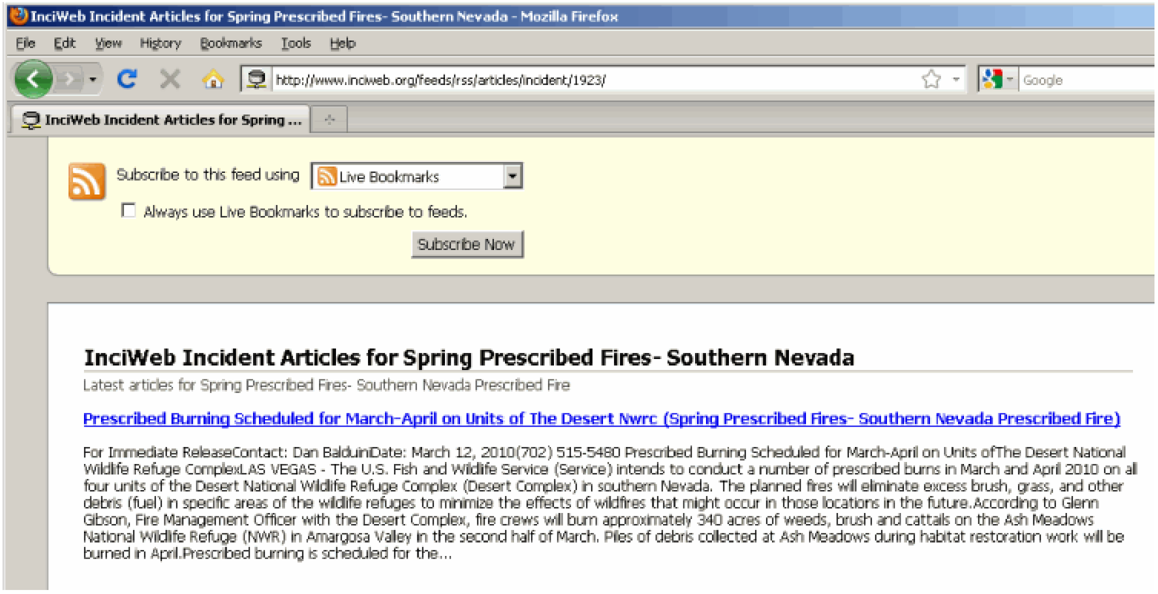
Below the **DATA FILTER** box in the right-hand column is the **RECENT ARTICLES** display box. On an incident page, the **Incident Contacts** box is between the Unit Information and Recent Articles boxes.

Recent Articles contains links for up to four news releases appropriate for the context being viewed. For example, when viewing the main InciWeb page, the four most recently published news release posts for all incidents are displayed in the **RECENT ARTICLES** box. If you are viewing incidents filtered to a particular state, the four most recent news release posts for all incidents within that state are displayed.

FOLLOW Links

Further down on the right-hand column is the **FOLLOW** box. The label for this box name changes depending on the page and context you are viewing. On the main page the box is labeled with **FOLLOW INCIWEB.** When viewing the incident table filtered to display all incidents for an individual state, the box will be labeled **FOLLOW THIS STATE**. When viewing an individual incident page, the Follow box is labeled, as you might guess, **FOLLOW THIS INCIDENT**.

The **FOLLOW** box includes icons and links to different data feeds generated by InciWeb. Feeds allow interested individuals and organizations to receive information about an incident without always having to navigate through the InciWeb site. For example, a local news agency can connect an RSS feed to a “widget” on their own website to display information that is posted on InciWeb directly through the news agency’s website. By “subscribing” to a news feed, subscribers receive update-to-date incident information in a compact form simply by viewing the feed link in their own Web browser or feed reader.



Feed types include Twitter, RSS and Google Earth.

The **FOLLOW** box also includes its own **help** link in the lower right corner of the box. This link takes you to a page that explains how the feeds work and what your computer needs to be able to view feeds. The help page also has links for more detailed help for each of the feed types.

SHARE THIS Links

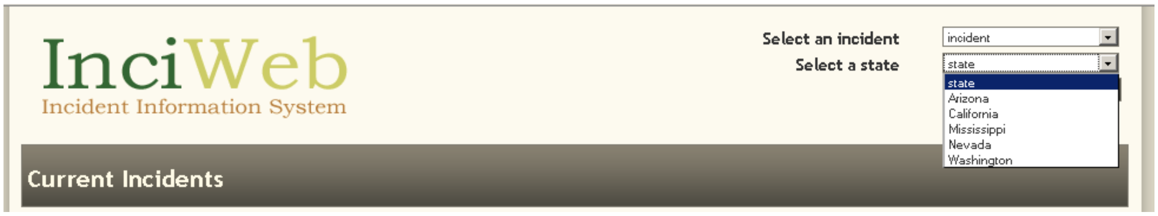
The **SHARE THIS** box on the lower right side allows any user to share InciWeb information on a particular social networking or bookmarking site. If a visitor has a Facebook account, for example, and want their friends to take note on an incident on InciWeb, they can use this feature to “share” the InciWeb incident page as a link on their Facebook page. Clicking on the **Digg** , **del.icio.us** or **StumbleUpon** links submits the page being viewed to these social networking information aggregator services. While the submission may never make it to the top as the most popular article on these sites, it does add an additional public link to the incident (and InciWeb) on the Internet.

Filtering Incident Reports

As noted previously, during an active incident or fire season, the number of incidents listed in InciWeb may become quite large. There are several ways that you can narrow the list of incidents being displayed in the Incidents table. The following describes how to use these features.

Incident and State Selection Menus

On the right-hand side of the header section at the top of each page in InciWeb there are selection menus. The top one is labeled **Select an incident** and the lower one is **Select a state**. Each has a drop-down selection menu box to the right of the label. You can use these selection menus to navigate directly to an incident or to filter the incidents displayed to only those in a selected state. Clicking on the down arrow button (or small triangle symbol) on the right of the menu boxes will display a drop-down menu of choices. Click on the name of the incident you want to view or the state that you want to view and the item you selected will be displayed in the selection box. You must then click on the **go** button below the two boxes to submit the request. This will take you to the selected incident page or display a list of incidents for the state you selected



> **Note:** Incidents that are less than 50 acres in size are not listed in the incident tables unless you are viewing incidents for an individual agency unit. These smaller fires will not be listed in the tables for the national-level (main InciWeb incidents page) or state-level pages. However, all incidents, including those under 50 acres, are listed in the drop-down menu in **Select an incident** selection box in the upper right-hand corner of the page.

DATA FILTER Box

In the right-hand column of InciWeb pages you can find the **DATA FILTER** box. On the main or national incident display page and the pages showing incidents for an entire state, the **DATA FILTER** box is normally at the top of the right-hand column. On pages for an individual unit, the **DATA FILTER** box is displayed under the **UNIT INFORMATION** box. The **DATA FILTER** box is not displayed on individual incident pages.

There are three drop-down menus in the **Data Filter** box. They are **Max Age**, **Status**, and **Type**. You can use these filter options to have InciWeb display only those incidents that match the criteria you select. Table 1 describes the data filter options.

Table 1. Description of Data Filter options on InciWeb.

Heading	Description
Max Age	Limits the display of incidents to match the maximum age (in number of days) selected. The default is `90 Days`.
Status	Filters incidents based on their last reported status. The choices are `Active`, `Inactive`, or `All`
Type	Indicates the category of the incident. In general, the categories indicate prescribed or planned incidents versus accidental and unplanned incidents.

The following are the steps to use one or more of the **Data Filter** options.

To set and activate a data filter

1. In the **Data Filter** box, click on the drop-down menu arrow at the right-hand end of the filter criteria input field you want to use. This will display the selection menu for that filter option.

2. Select the desired filter criteria from the drop down menu. The filter criteria field will be updated with your selection.

3. Press the **set** button in the lower portion of the **Data Filter** box. In a few moments, the InciWeb page will refresh and display incident information that matches your selected criteria.

> **Note:** Once a filter criteria has been set in the data filter box, that criteria is applied to each view or page that you request while you are on the InciWeb site. The filter criteria remain active until the data filter is explicitly reset. This may cause InciWeb to not display information you are expecting to see otherwise. If you are not seeing information you are sure should be displayed, check the data filter options that are active or click the **reset** button in the lower right-hand side of the **DATA FILTER** box to set the filter criteria back to the default setting.

Once selected, a data filter will be applied to all the other InciWeb pages you request. You use the following steps to cancel data filter criteria and display the default InciWeb content.

To reset or cancel data filter criteria

1. In the **Data Filter** box, click on the drop-down menu arrow at the right-hand end of the filter criteria input field you want to reset or cancel. This will display the selection menu for that filter option.

2. For the **Type** and **Status** filter options, click on the `All` option in the selection menu. For the Max Age filter option, the default setting is `90 days`. Find and click on this item in the selection list to cancel other maximum age criteria.

3. Press the **set** button in the lower portion of the **Data Filter** box. In a few moments, the InciWeb page will refresh and display the default (unfiltered) incident information.

Chapter 2 Publishing Incident Information on InciWeb

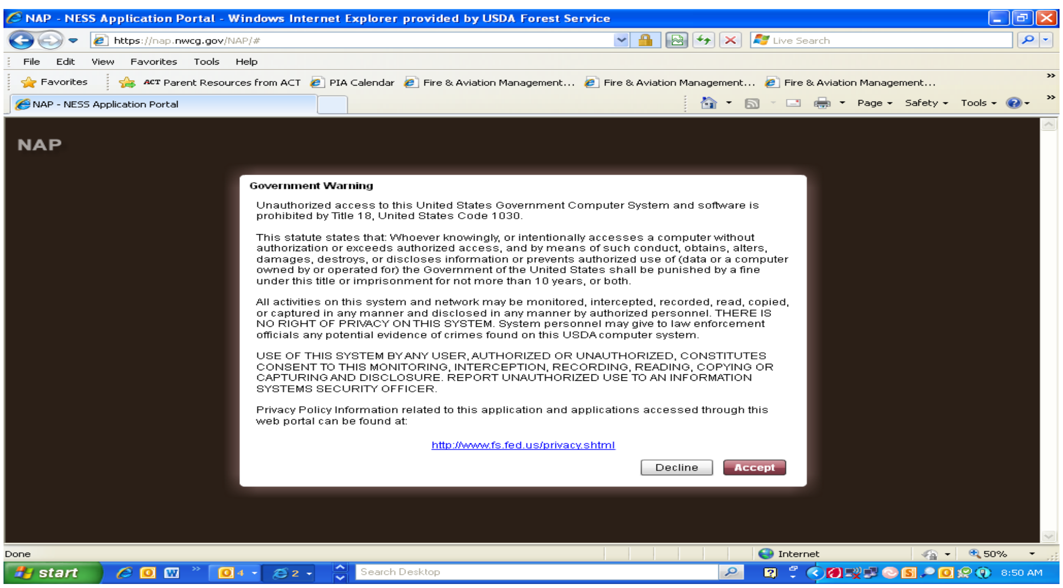
Chapter 1 provides an overview of how visitors to InciWeb can find incident information. As a PIO or communications team member, you will want to be able to add and update incident information for which you have responsibility. This chapter describes the steps you use to add and manage the most commonly used categories of incident information. To do this, you will need access to the InciWeb Admin Server interface. The InciWeb Admin Server is a separate portion of the InciWeb system that is used to add and update incident information. The information you enter using the InciWeb Admin Server can then be displayed to visitors to the public InciWeb site as described in Chapter 2.

Requesting a NESS Applications Account (NAP)

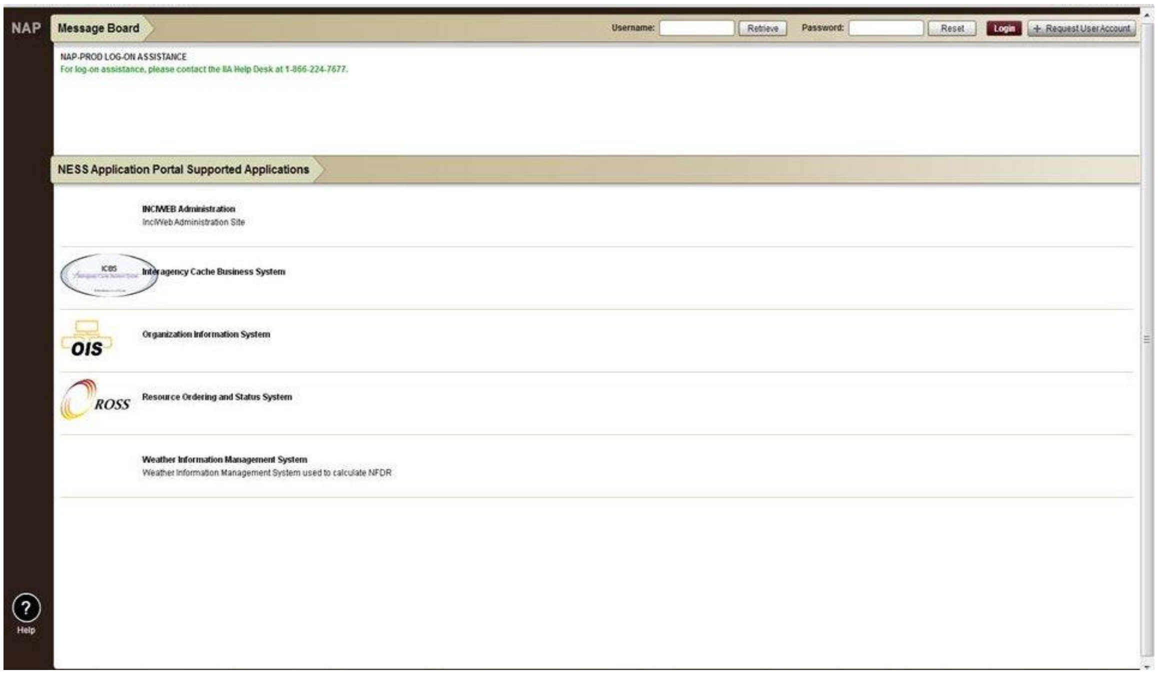
The way users log-in and access the InciWeb Administrative site changed in 2013 to a portal called the NESS Application Portal or NAP. The NAP was implemented to enhance security of Fire and Aviation Management IT applications. You will need to get a NAP username and password to log into InciWeb through NAP. Below are instructions to obtain a NAP account username and password.

To request an NAP account

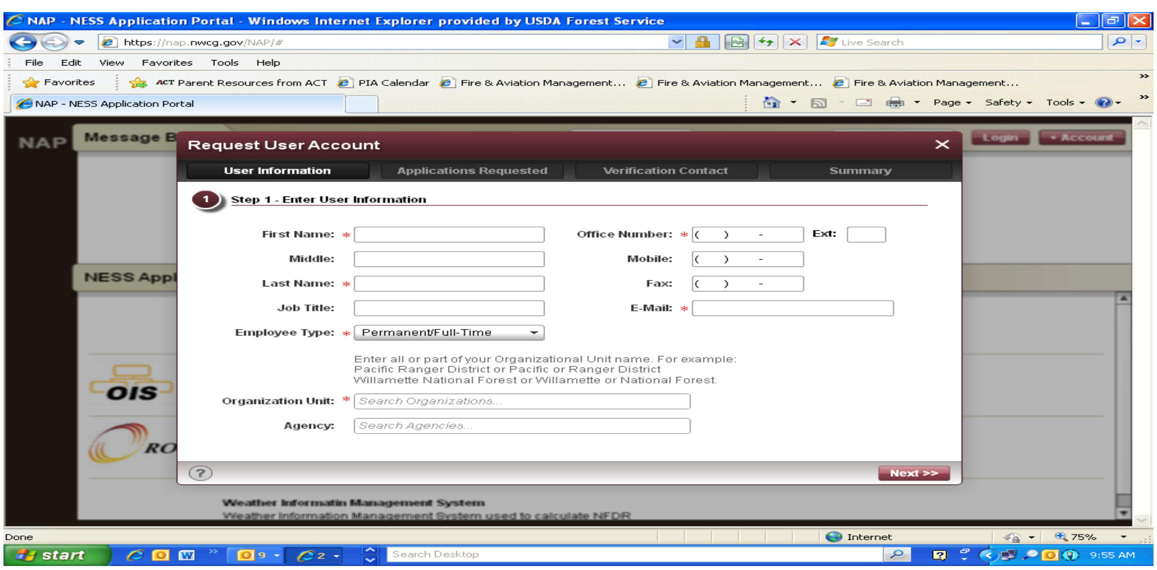
4. Go to the NAP at [NESS Application Portal]()
   Read the Government Warning and click the red **Accept** button in the lower right hand corner of the white box.



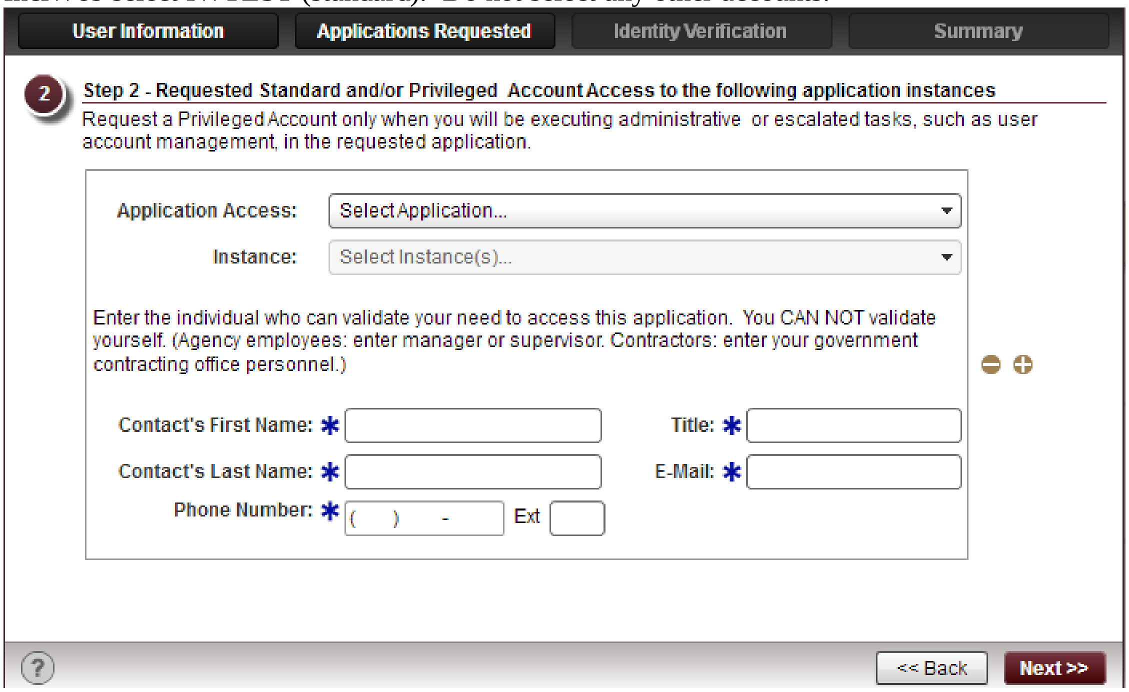
5. Click on the red **+Request User Account** button in the right hand corner of the beige Message Board.



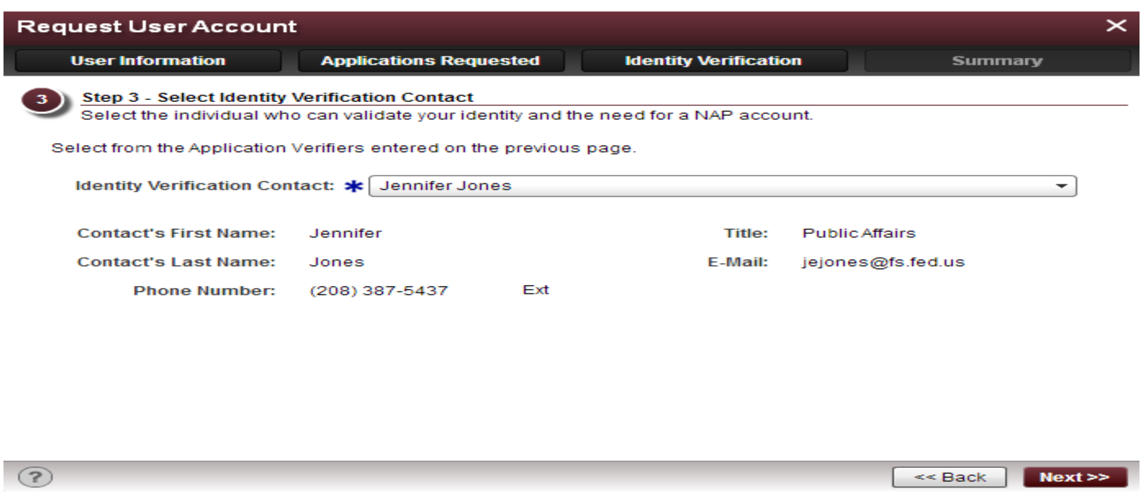
6. On the User Information Tab in the Request User Account dialog box, complete the information, then click the red “Next >>” button in the lower right hand corner of the dialog box: First Name; Last Name; Job Title; Employee Type; Organization Unit; Agency; Office Number; mobile; Fax; and Email. ***Note: All Federal, state, and local agency employees choose Permanent/Full-Time or Seasonal to indicate their status in the Employee Type Field. In the Organization Unit/Agency Fields AD Casual and Contractors enter the organizational unit they are hired through.***



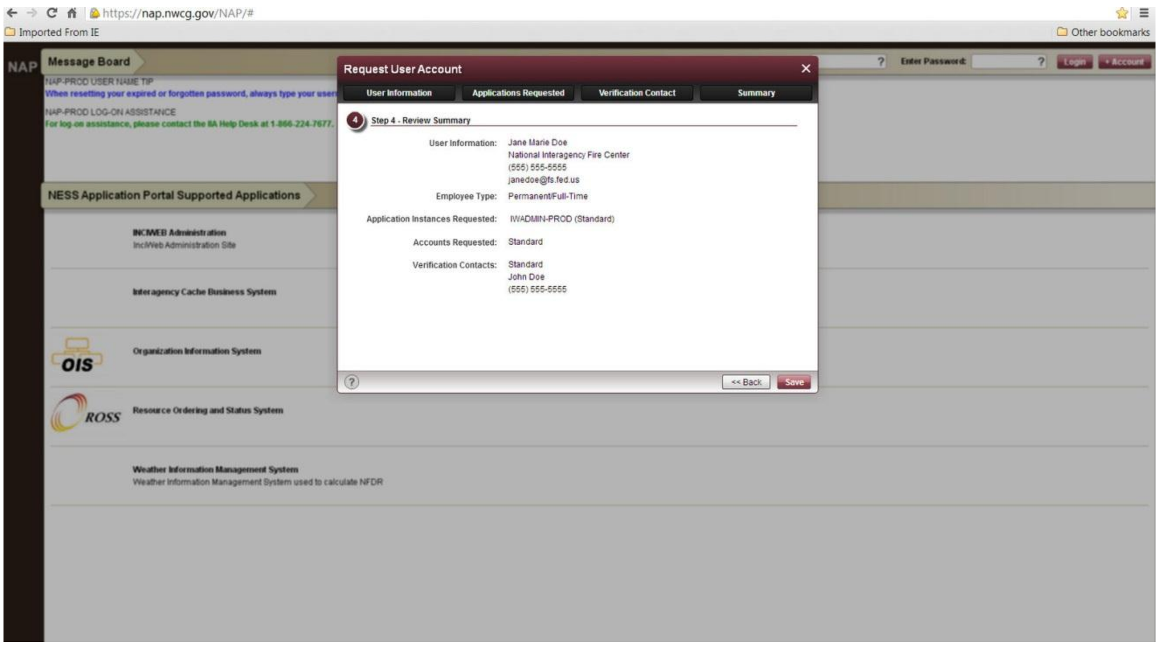
7. On the Applications Requested tab in the Request User Account dialog box, select IWADMIN INCIWEB Application in the first drop-down menu labeled Application Access. For the Instance drop-down menu select PROD (standard). If you want to be able to test in InciWeb select IWTEST (standard). Do not select any other accounts.



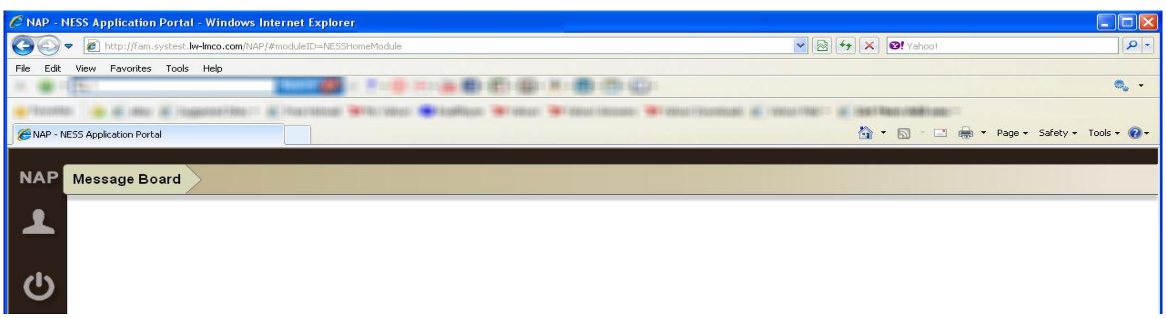
8. On the Identity Verification tab in the Request User Account dialog box, make sure you entered the contact information correctly from the previous screen. ***Note: Permanent/Full-Time and Seasonal employees should enter contact information for the manager or supervisor they directly report to. AD Casual and Contractor employees should enter contact information for the manager of the Dispatch Office they are hired through.***



9. On the Summary tab in the Request User Account dialog box, review your request information. If it is incorrect, click the “<<Back” button in the lower right corner to go back to previous tabs and correct inaccurate information. If it is correct, click the red “Save” button in the lower right corner of the dialog box.



10. To log off, click on the icon that looks like a semi-circle with a line going through the top of it on the NAP Navigation panel on the left side of the screen, then click the red “Accept” button on the Government Warning dialog box, and then click the red box with the white “x” in it. .



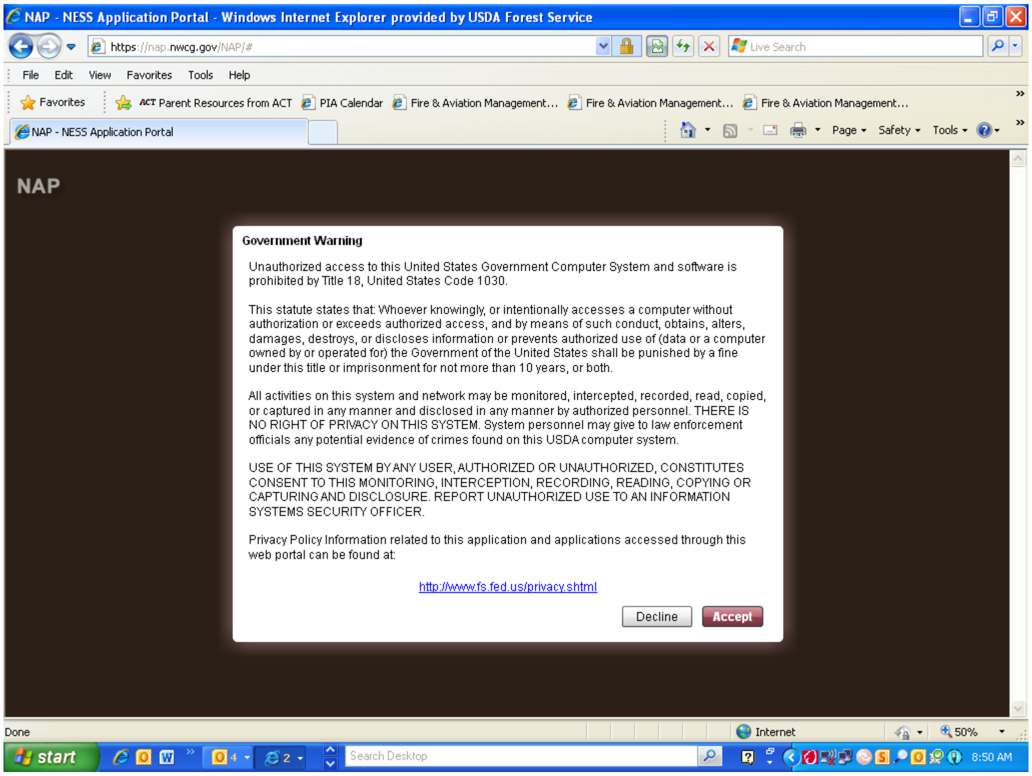
Once approved, you will receive two e-mail messages from donotreply@nwcg.gov One e-mail provides your new NAP username and the other email identifies your temporary NAP password. You also may receive both your username and password in the same e-mail.

You may now log in to the InciWeb test site through the NAP portal.

Logging Into InciWeb Through NAP

1: Go to the NAP at NESS Application Portal .

2: Read the Government Warning and click the red “Accept” button in the lower right hand corner of the white box.



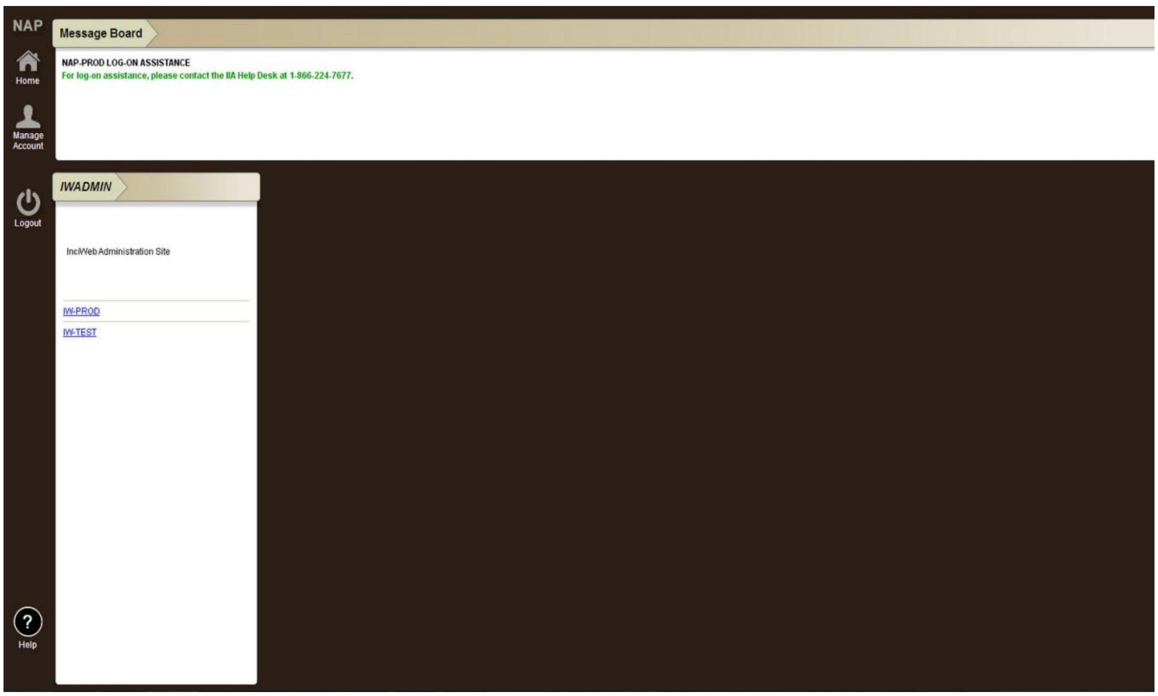
Note: If it has been several months since the last time you logged into InciWeb, you may be required to reset your password. The password security policy used for InciWeb requires that user passwords be changed every 60 days. The steps you use to change an expired password will be the same or similar to the steps shown below.

Use your username and temporary password to log-in. You will be prompted to change your password.

Choose a password that will be reasonably easy for you to remember but difficult for others to guess. Click inside the text box to the right of the Password label and enter a new password. Click inside the text box to the right of the Confirm label and enter the new password again, exactly as you entered it in the first box above.

Note: For security reasons, passwords for InciWeb must be 12 characters long. The password must also include at least one or more lower-case letters, one or more upper-case letters, one or more numerals, and one of the following symbols: ! % & * # @. Do not include part or your entire user name in your password. There are also restrictions on using words that can be found in a dictionary.

Once you are logged in you will see a screen like the one below. Choose IW-PROD to log onto InciWeb. If you have IW-TEST, this link was used for testing purposed only to test the re-engineered InciWeb Administrative Site.



Chapter 3 InciWeb Administrative Site

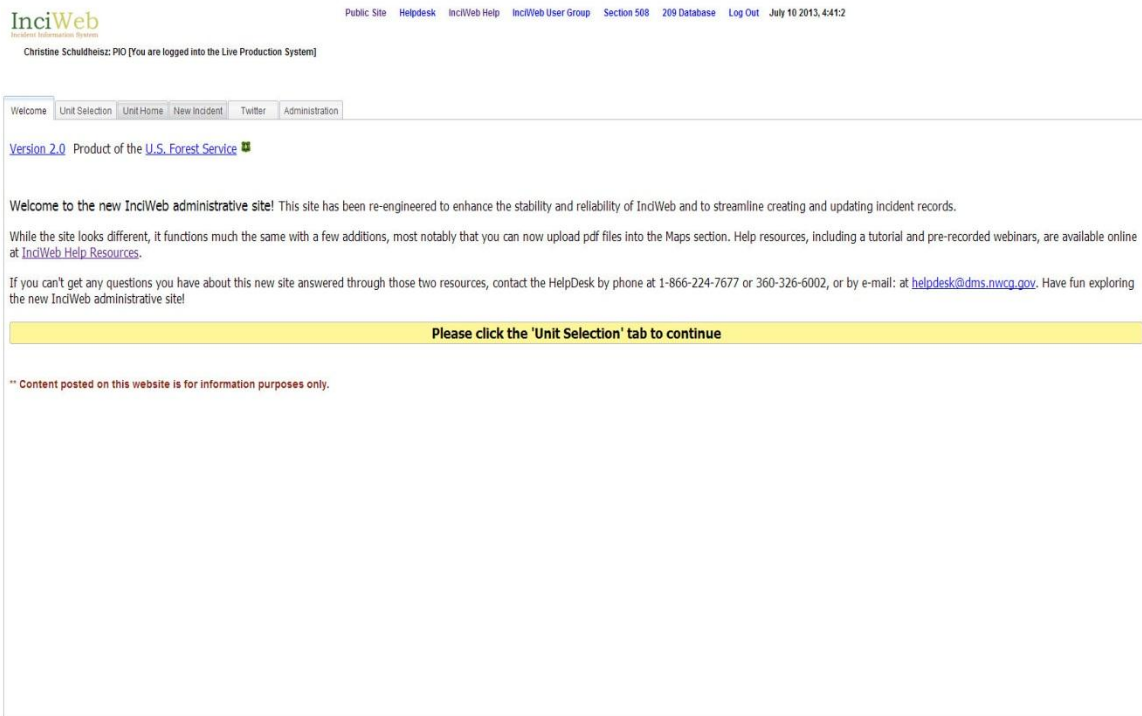
Welcome Screen

After selecting IW-PROD you will see the Welcome Screen. The main purpose of the Welcome Screen is to alert InciWeb users and superusers of the changes in the InciWeb administrative site and let them know where they can go if they need help. At the top of the page you will see links to the public site, helpdesk, InciWeb help, InciWeb User Group, Section 508 and 209 Database.

On the Welcome Screen, you will notice a couple of features that you will see on other screens in the InciWeb Administrative site.

The first feature is the yellow feedback bar that reads “Please click the ‘Unit Selection’ tab to continue”. Yellow feedback bars appear throughout the InciWeb Administrative Site to help users navigate through it and to let them know whether or not they have performed functions successfully.

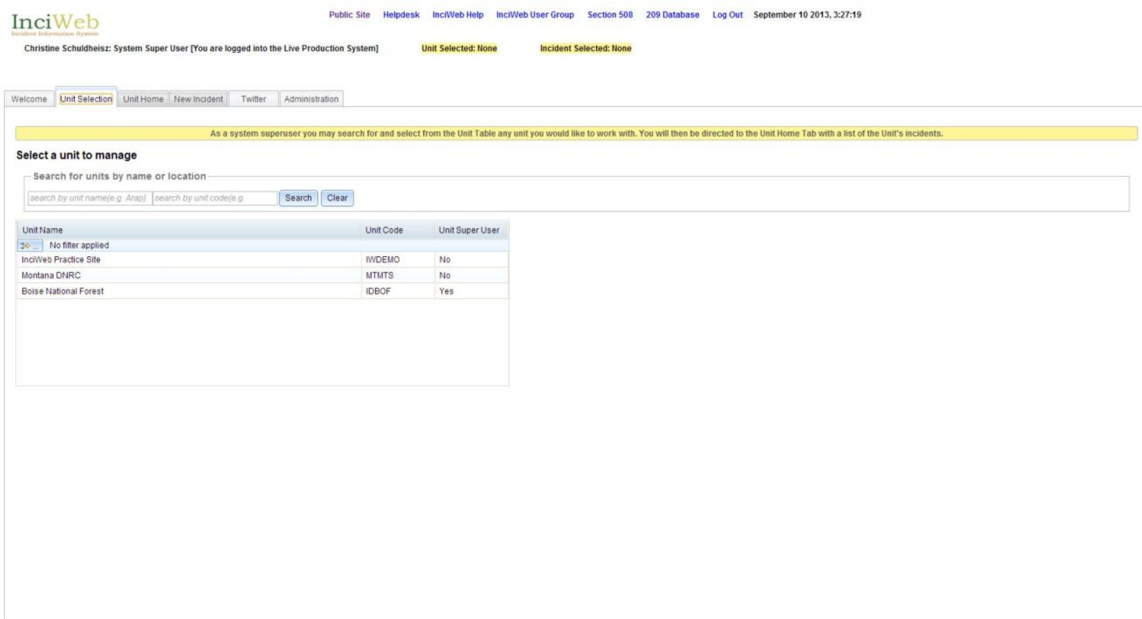
The second feature is the “grayed out” Unit Home, and New Incident tabs cannot be selected and provide another way to help users navigate through the InciWeb Administrative site by steering them towards certain screens or functions.



The Unit Selection Page

The Unit Selection page lists the units you have access to for updating and adding incidents. On this screen, you will see a link to the InciWeb Practice Site as well as links to units that you have access to. If you are a Superuser for a unit, there will be a "Yes" in the Unit Super User column in the row for that unit.

The InciWeb Practice Site is designed to enable superusers and users to gain "hands on" experience with the InciWeb Administrative site. You can create new, and update existing, incidents on the InciWeb Practice Site without anything appearing on the InciWeb site on the internet.



Note: If you click a cell in the heading row of the table (Unit Name, Unit Code, or Unit Super User), you will see a small arrow appear on the right side of the cell. If the arrow is pointing up, the cells in that column will display alphabetically from A to Z. If the arrow is pointing down, the cells in that column will display alphabetically from Z to A. You can change the direction the arrow is pointing by clicking in the cell in the heading row of the table.

> **Note:** If you click on a cell in the heading row of the table (Unit Name, Unit Code or Unit Super User), you will see a small arrow appear on the right-side of the cell. If the arrow is pointing up, the cells in that column will display alphabetically from A to Z. If the arrow is pointing down, the cells in that column will display alphabetically from Z to A. You can change the direction the arrow is pointing by clicking in the cell in the heading row of the table. This method of displaying information is incorporated in several tables in the InciWeb Administrative site.

If you have access to a lot of units, you can also search for the one that you want to work on by clicking the bar that reads “No filter applied.” A Filter dialog box will open. Click the arrow next to the Match field and select “all rules” or “any rules” depending on how closely you want the search results to match your criteria. Then, click the arrow next to the Column field and select how you want to find a unit (by Unit Name or Unit Code); set the parameters for the filter by clicking the arrow next to the Condition field and choosing one of the items (i.e. contains, starts with, etc.); enter the unit name or unit code you want to find in the Value field; and click the Filter button. The name of the unit that you are searching for will appear by itself in the table.

Click “Clear filter” to display the InciWeb Practice site and all of the units that you have access to.

This method of searching for information has been incorporated in several tables in the InciWeb Administrative site. However, the choices in the Column and Condition fields may vary.

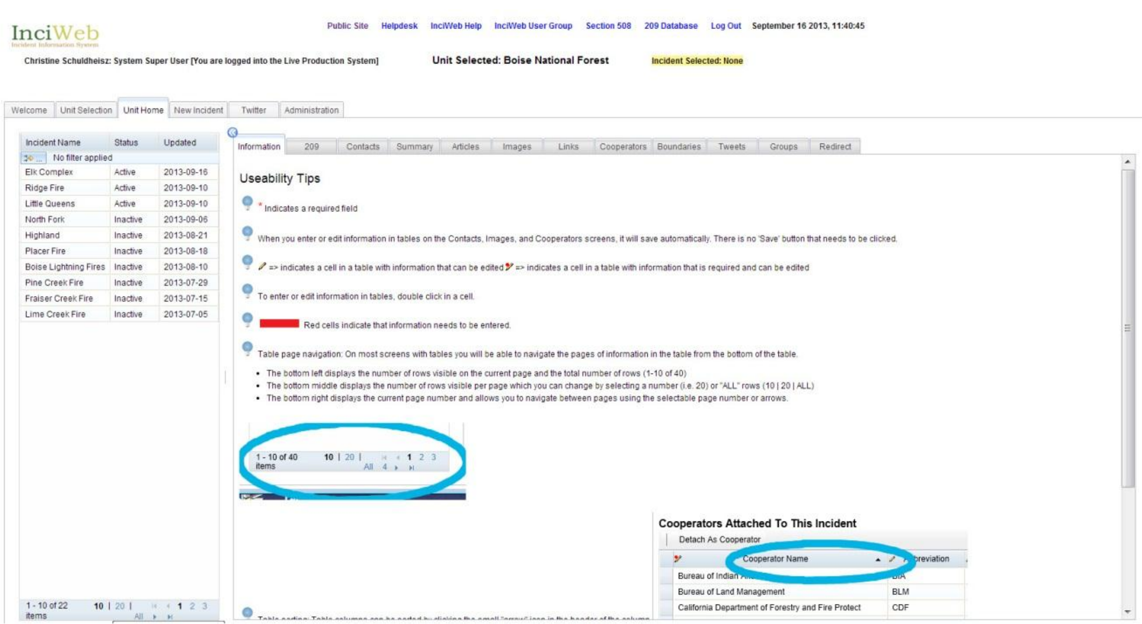
Click the InciWeb Practice site or the unit that you have access to and want to work on, then click the “Unit Home” tab.

Unit Home Page

InciWeb allows an individual user to be assigned permissions to add and update incident records for more than one agency and unit.

On the left side of the Unit Home screen, you will see a table with a list of existing incidents for the unit that you have selected to work on. You can display the incidents alphabetically, or search for an incident, in the table using the same methods explained in the Unit Selection Screen section.

> **Note:** If you work with incident records for more than one unit, be sure you have selected the correct unit before creating a new incident record.



On the right side of the Unit Home Screen, you will see an Information Screen with Usability Tips that provides information about features of the InciWeb Administrative site. Please read it carefully.

You can expand the Information Screen by clicking on the blue circle with two white arrows pointing left on the top left side of the Information Screen. This will hide the table of existing incidents. To contract the Information Screen, click the blue circle with two white arrows pointing right on the top left side of the Information Screen.

You will be able to expand and contract all of the other Screens in the InciWeb Administrative site (i.e. 209, Contacts, Summary, etc.) the same way.

From the Unit Home Screen, you can update an existing incident by clicking on it in the table on the left. This will open the 209 Screen for that incident. You can edit the 209 Screen or choose other Screens to edit by clicking on the tabs at the top of the Screen (i.e. Contacts, Summary, Articles, etc.)

Table 2. Incident record information categories.

Heading	Description
209 Data	The primary section for information about an incident. Allows most information from ICS form 209 to be made available as part of the incident record.
Contacts	Provides at least one contact person or entity that can provide more information about the incident and the responsible agency unit.
Summary	A section for a text summary you create for the incident.
Articles	A section for public announcements, news releases, and closure notices relative to the incident.
Images	Used to upload and manage photographic images, diagrams, and maps related to the incident.
Links	A section for creating links from the incident record on InciWeb to other web pages on the Internet.
Cooperators	A section for indicating any incident response cooperators, if there are other agencies involved.
Boundaries	Used to indicate if the incident crosses the boundaries of more than one agency. This item is discussed in.
Tweets	Allows management of incident information posted through InciWeb to Twitter.
Groups	Used to associate an incident with a group or related incidents.
Redirect	Used to redirect users from one incident record to a related incident or an incident record entered in a neighboring unit.

From the Unit Home Screen, you can also create a new incident by clicking on the New Incident tab at the top of the Screen.

The following section describes how to create a New Incident and walks you through the first five categories mentioned about for inputting information.

Before you create a new incident record in InciWeb, you will need the basic information normally found on the ICS Form 209. If you do not have this form, be sure to contact the incident commander or unit manager to obtain the official name being used for the incident, the incident type, and the primary public contact for incident information. If possible, you should have the most current ICS Form 209 available or gather as much information about the incident as you can. Once you have this information, use the following steps to create a new incident record in InciWeb.

To create a new incident record

1. There are three sections on the New Incident Screen: *"Basic 209 Information", "Contact Information" and "Summary Information".*

2. Enter information into at least all of the required fields, indicated by a red *

3. Click the arrow in the box to the right of the Incident Type field to reveal a drop down menu of incident types and select the appropriate one. This is the same way that you will access drop down menus in several screens on the InciWeb Administrative site.

4. In the "Contact Information" section, enter at least the name and phone number of the primary public information office or officer that you want other agencies, the public, and media to call for more information about the incident. This can be the name of a unit, such as Fire Information, or the name of a person, depending on the circumstances. You will have an opportunity to enter additional contacts on the Contacts Screen.
5. In the Contact Hours of Availability field, you will notice light gray text that reads *M-F 9-5 p*, etc. This is a suggested format for the days and hours that the contact office or person is available. However, you are not required to use this format and the application will accept information in this field in any format that it is entered in.

6. In the "Summary Information" section, enter an overview of the incident. This could include a description of the incident; management objectives and strategy; and tactical actions that are being taken to respond. You can get some ideas about content for this section by looking at what has been done for other incidents on the InciWeb internet site.

    a. You can type text directly into the Summary Information text box or you can "cut and paste" text from other documents using the "Paste from Word" and "Paste from Plain Text" tools.

    b. To use these tools, copy text from a document. Then, click the "T" on a document or "W" on a document icon located on the right side of the Summary toolbar. A dialog box will open, paste the text into it by right clicking your mouse and selecting Paste or one of the Paste options or by pressing the Control (Ctrl or CTL typically) and V keys on your keyboard simultaneously. Then, click the Insert button at the bottom of the dialog box.

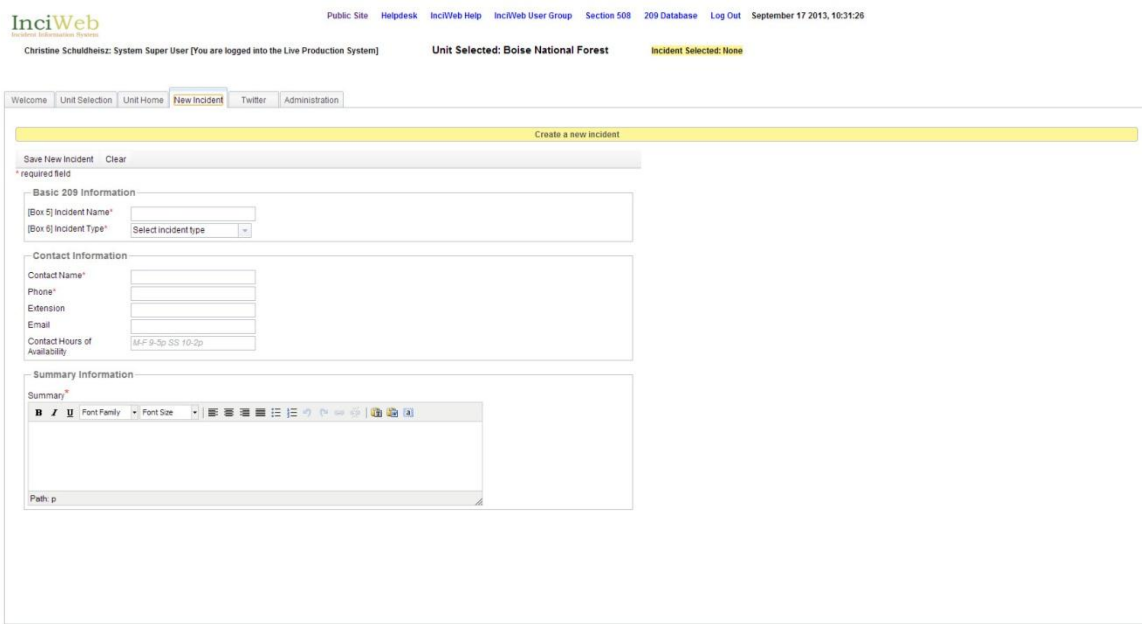
c. Using the "Paste from Word" *and* "Paste from Plain Text" tools can save time if you have already created a document with information about the incident for another purpose, such as a news release or a briefing. It also enables you to spell check text in a document before you enter it into the "Summary Information" text box. **InciWeb doesn't have a spell check function, so you won't be able to spell check text after you enter it into the "Summary Information" text box.**

7. If for some reason you want to delete all of the information that you have entered in the fields on the New Incident Screen, click the Clear button at the top of the screen. The Clear button appears on several other screens in the InciWeb Administrative site and functions the same way.

8. If not, after you have entered information into at least all of the required fields, click the Save New Incident button at the top of the screen.

9. The new incident now appears in the list of existing incidents in the table on the left and the 209 Screen is open.

Note: The Incident Name field automatically generates a Twitter hashtag, so it is recommended that you add the incident type after the incident name in this field to prevent tweets using the same name as your incident for a hashtag (#) from being combined with other tweets from your incident.



Entering 209 Information

The Incident Status Summary, Form ICS-209, includes more information than just the name and type of incident that is required to create a new incident record. It should also include the date of origin, cause, date of estimated containment, specific location information, the size of the area affected, weather conditions, and other information. The steps to add more information to the 209 Data section are described below.

1. You can continue to enter information into the 209 Screen or you can move to other screens by clicking on the tabs – Contacts, Summary, etc.

2. Enter information into the fields on the 209 Screen from the ICS 209 form or from another official source as discussed in the New Incident Screen section. The fields on this screen include box numbers that correspond to the box numbers on the ICS 209 form.

3. Incident Name is the only field that is required. As discussed in the New Incident Screen section, it is recommended that you add the type of incident as well as the name of the incident in the Incident Name field, i.e. “Chicken Fire” as opposed to “Chicken” because this field automatically generates a twitter hashtag for the incident. You can fill in additional fields on the 209 Screen as information becomes available.

4. When you have filled in as many of the fields as you can, click the Save 209 button at the top of the screen, then click “OK” on the Message from web page dialog box.

5. Superusers can change the status of an incident from active to inactive by clicking the Deactivate Incident button at the top of the screen. To change the status of an incident from inactive to active, click the Activate Incident button at the top of the screen.

6. To delete an incident, click the Delete Incident button at the top of the screen.

7. You can now work on other screens by clicking on the tabs near the top of the screen, i.e. Contacts, Summary, Articles, etc.

Note: When you enter longitude and latitude information into the applicable fields of the 209 Data Entry form and update the data, a Google Earth map will automatically be generated and appear on the public side of your incident's main InciWeb page based on the coordinates you enter.

Entering Contact Information

1. This screen displays the contact that you entered when you created the incident and enables you to edit it and/or add more contacts.

2. As explained in the Information Screen, when you see tables like this in the InciWeb administrative site, pencils indicate fields that can be edited and red dots with pencils indicate required fields that can be edited.

3. To enter or edit information in the contacts table, double click a cell, enter or edit information, and either hit "Tab" to move to the next cell or hit "Enter" to exit the table.
4. To add additional contacts, click the Add Contact button, this will create a new line in the table to enter the additional contact.

5. Use the Copy Contact function to add contacts if some of the information, such as a phone number or an email address, will be the same for different contacts.

6. To copy a contact, click on a contact name in the table to highlight it, then click the Copy Contact button.

7. The contact that was entered when the incident was created is automatically designated as the primary contact and has a "Y" in the Primary Contact column.

8. To change the primary contact, click on the contact in the table that you want to be the new primary contact to highlight it, then click the Set Primary Contact button. A "Y" will appear in the Primary Contact column in the row of the new primary contact.

9. When a Superuser changes an incident from “active” to “inactive” status in InciWeb, the primary contact automatically reverts to the first contact that was entered when the new incident was created. If someone else should be listed as the primary contact when the incident is changed from “active” to “inactive” status, change the primary contact as previously discussed.

10. To delete a contact, click on the contact in the table that you want to delete to highlight it, then click the Delete Contact button.

Entering Summary Information

1. On the Summary screen, you can choose to edit the summary you created when you created the new incident and/or create new summaries.

2. When you enter the Summary tab you can automatically create a New Summary in the text box at the bottom of the screen.

3. If you want to edit an existing summary, select one of the summaries from the table and it will appear in the text box for you to edit.

4. Click the Save Summary button, the new summary will appear in the table.

5. You can also copy a summary and edit it. Click on a summary in the table to highlight it, then click the Copy button. The copied summary will text box below for you to edit.

6. To delete summaries that are no longer needed, click on the summary in the table that you want to delete to highlight it, then click the Delete button. If the Delete button is greyed out it means the summary is locked and can’t be deleted. A locked summary means it is currently visible to the public on the InciWeb homepage.

7. The most recently created summaries appear at the top of the table.

8. In the text box, text can be customized by font type and size and appearance among other features enabled to enhance the summary text.

9. By selecting this icon  the text box can be made full screen for easier editing if needed.

Entering Articles Information

News releases are generally for updating your audience on the progress of an incident. This may include the latest actions performed, changes in resources allocated to the incident, estimates on incident control and resolution, etc.

Announcements are intended for one-time information about planned activities relating to the incident. This may include announcing an evacuation order, announcing a prescribed burn event in advance of the action, announcing the availability of a resource for those affected by the incident, or announcing a neighborhood meeting regarding the impact of an event.

Closures are used to provide information on the closure of roads, buildings, services, and other areas of public access impacted by the incident. This might include trails, camping sites, or other recreational facilities. Closure articles may include information on alternate routes or resources that will be available.

Each type of article can include links to one or more files or documents related to the article that you upload to the InciWeb system. File that you upload and associate with articles can be accessed by visitors to the incident pages on the public InciWeb site. Likewise, you can add one or more links to Web pages inside or outside the InciWeb system that may contain information of interest.

There may be cases where you receive files with information relating to an incident from another group or organization. As an alternative to copying and pasting the file content into your incident record, you can upload the document as part of an article. Depending on the source and nature of the document, adding the document as a file may be a better way to avoid duplicating work or possible copyright issues.

You manage articles for incidents in much the same way as for other categories of information. From the Unit Home page, find the incident name and click on the **Articles** text link in the row to the right of the incident name. This displays the News & Announcements page with a table showing the current article list.

1. On the Articles screen, you can between three types of articles: News, Announcements and Closures.

2. When you enter the Articles tab a new type of article can be added in the Edit Article Content tab text box. Choose from the three types of articles in the Article Type drop-down menu (News, Announcements, Closures), enter a date and time and give the article a title.

3. To enter the date and time, click the arrows on the drop-down menu to the right of the Date row. This will reveal a drop down calendar and times, select the appropriate date and time.

4. Complete at least all of the required fields, indicated by a red *.

5. In the Edit Article Content tab you will notice other tabs in that row that allow additional customization to your article.

6. In the row of tabs below the articles table you can choose to View Article Content, Edit Article Content, add a related link in the Article Related Links and/or add Article Related Files.

7. To add a link, click the Article Related Links tab, and then click the Add Link button. Enter the URL of the website you want to link to into the URL text box by typing or copying and pasting it. Enter a brief description of the website into the Link Label field, and then click the Add Link button.

8. The link appears in the “Article Related Links” section on the public InciWeb webpage. Click the link to make sure that it works. If the Security Warning dialog box opens, click the Yes button.

9. To add a document, click the Article Related Files bar, then click the Select related files button.

10. This takes you to a “Choose File to Upload” text box. Find the file you want to add, click on it to highlight it, and then click Open.

11. Acceptable file types are JPEG, JPG, GIF, PNG, TXT, DOC, DOCX, PDF, KML, KMZ, and RTF. Files should not be more than 2 megabytes in size.

12. When you are finished, click the Save Article button at the top of the screen, the article that you have created will appear in the table.

13. To edit an article that you have created, click on the article in the table that you want to edit to highlight it and the article will appear below in the text box under Edit Article Content tab.

14. You can view all of the different types of articles that you have created together by clicking the View All button at the top of the screen. Or, you can view different types of articles that you have created separately by clicking the View News, View Announcements, and View Closures buttons.

Entering Image Information

Photographs are often a very effective way to communicate information about an incident. Photos may include images of areas affected by an incident as well as images of how the response team mitigated the impact of an incident. You can add photographs, maps, and other graphics relating to the incident by using the **Images** section of an incident record.

Two significant changes have been made in the Images Screen. The first is that maps can now be uploaded as PDF files. The second is that short video clips can be uploaded. While short video clips can be uploaded now, we are still in the process of developing instructions on how to convert videos into the proper file format and addressing Section 508 compliance issues. Consequently, PIOs who are familiar with converting videos into an mp4 file format that can play on the internet and ensuring that they are Section 508 compliant are welcome to upload videos now. Those who are not should wait until detailed instructions are available.

1. To upload images, click the Select Media button. This takes you to a "Choose File to Upload" text box. Find the image you want to upload, click on it to highlight it, and then click Open. The image name and type will display in a table.

Note: You can select upload more than one image at a time. Find your images and either hold down the Shift +left mouse button or CTL + right mouse button and select the Open button on the bottom right.

2. Acceptable file types are JPEG, JPG, GIF, PNG, PDF, and MP4. Images should be no larger than 2500 px x 2500 px or 6.2 megapixels in size. There is currently no limitation on MP4 video file size or duration; however the rule of thumb is 1 minute in duration. Please be aware that large file sizes will affect download performance on the InciWeb internet site.

3. Confirm that the image is not copyright protected by checking the box to the left of "I agree" below the *"Select Media"* button.

4. Enter a brief title in the field with "enter the image(s) title" text. This will be displayed with thumbnail versions of the image on the InciWeb internet site.

5. Indicate the type of image you want to upload by clicking the arrow to the right of the Select image type field to reveal a drop down menu and select Photo/Video or Map. Then, click the Upload Media button.

6. The image will appear in the Media Details section at the bottom of the screen where you can add a caption and descriptive text. To enter a caption, double click the Caption cell in the row of the image that you want to enter a caption for, type in text, and either hit Tab to go to the Descriptive Text cell or hit Enter to exit the table.

7. The Alternate column can be used to enter a different size or file type of the image that you have uploaded (i.e. a GIF of an image that you uploaded as a JPEG). It can also be used to upload a transcript of a video for Section 508 compliance.

8. To upload an alternate image, double click the + icon in the Alternate column in the cell of the row with the image that you want to upload an alternate image for. Click the Select Image button. This takes you to a "Choose File to Upload" text box. Find the image you want to upload, click on it to highlight it, and then click Open. The image name and type will display in a table. Click the Upload Image button. The name of the alternate image appears in the Alternate column.

9. Highlighting an image places it on the incident home page.

10. To highlight an image, double click on the cell in the Highlight on Home column in the row of the image that you want to highlight in the Media Details table. Click on the arrow next to the “Not Highlighted” field to reveal a drop down menu and select “Highlighted.” Hit Enter to exit the table and “Highlighted” will now appear in the Highlight on Home column.

11. To discontinue highlighting an image, double click on the cell in the Highlight on Home column in the row of the image that you no longer want to highlight in the Media Details table. Click on the arrow next to the “Highlighted” field to reveal a drop down menu and select “Not Highlighted.” Hit Enter to exit the table and “Not Highlighted” will now appear in the Highlight on Home column.

Note: Be sure to avoid copyright violations by only using pictures or maps that are originals produced by agency unit members, are in the public domain, or that you have written permission from the copyright owner to use.

Note: PDF files and videos cannot be highlighted on the homepage.

Heading	Description
Thumbnail	Thumbnails are reduced-size versions of pictures used to help in recognizing and organizing them, serving the same role for images as a normal text index does for words. In this case, the thumbnail represents the file uploaded such as a picture file (JPEG, JPG, GIF, PNG), PDF, or MP4.
Release Date	Release date is the date the image was uploaded to the administrative site. The date will display as day of the week/month/day/year.
Owner	This field specifies the owner of the image. In the case of copyrighted material, this will be the name of the copyright owner. In the case of photos taken by unit personnel, it can be the name of the person taking the photo.
Title	This is a short text title or label displayed with the image. For example: **`Bear Peak Fire Aug 12 09.`** This title label is displayed on thumbnail versions of the image such as in the Photographs list page on the public site. This is distinct from an image caption.
Caption	The caption is a description of what is seen in the image. For example: **`Fire teams cutting a fire break north east of the Blue Pines Fire`**. The caption is displayed when viewing the individual image on the public InciWeb site.
Descriptive Text	This field is used to enter a more complete explanation of what information is conveyed in the image. This is for Section 508 compliance which relates to visually impaired users who visit the InciWeb site. This should be something even more descriptive than the Caption entered for the image. For example: **`An image showing 8 BLM firefighters cutting a fire break along the Winton trail during the Chandler's Peak fire on September 4th 2009`**.
Type	This is a selection menu you use to specify if the image is a photo or a map.
Highlight on Home	This allows you to put your image on incident homepage. PDF and video.
Alternate	This feature allows you to add a related file to the one uploaded. The same file formats are acceptable and will appear as an alternate file under the **Photographs** tab on your incident page.

Entering Links

You can offer useful links to other places on the Worldwide Web for your InciWeb readers. For example, if an incident is sensitive to changing weather conditions, you can add a link to the local weather forecast webpage at the NOAA National Weather Service site. When evacuations are involved, you can add a link to the American Red Cross website, FEMA, state disaster relief organization, or the site of a nonpartisan group providing services to those impacted by the incident.

> Note: InciWeb is a government website. Links that promote a private business or products or links to anything remotely obscene or offensive are not appropriate. For the basic InciWeb policy on external links go to the Appendix in this manual or the online InciWeb FAQ page at the following address: https://inciweb.nwcg.gov/help/?help=faq#a07

Once you have added related links to an incident, InciWeb adds a **Related Links** box to the right-hand column on the public page for the incident. These links and text labels you use to describe them are displayed under the Unit Information box on the incident pages.

Before you add a link to your incident record, you should find the Web address or URL of the link destination. You can do this by opening a new browser window or tab and navigating to the website and Web page to which you want to link. You may copy the URL from the browser address field, write it on paper, or type the URL into another document.

1. To create a link, click the Add a link button.
2. Enter a brief description of the website into the Title field. Type, or copy and paste, the Internet address for the link into the URL field after http://
3. Click the Add Link button. The link appears in a table. Click the link to verify that it works.
4. To delete a link, click on the link that you want to remove to highlight it, click the Delete button, then click OK in the Message from webpage dialog box.

Entering Cooperators Information

Many incidents involve multiple cooperating agencies. Acknowledging the efforts of all federal, state, and local agencies responding to an incident by listing, and linking to, them in InciWeb facilitates good interagency coordination and relationships and helps increase public awareness about the roles that different agencies play in responding to incidents.

The **Cooperators** section of an incident record allows you to either select from an existing list of cooperating agencies or to add the names of cooperating agencies specific to your unit. Use the following steps to add an existing cooperator to an incident.

1. On this screen, you can select from a list of existing cooperators and add new cooperators.
2. Some national cooperators appear in the Available Cooperators table (at the bottom of the screen) of all units, such as the American Red Cross, and can be attached to any incident. You can also add regional, state, and local cooperators specific to your unit or incident. The cooperators you add will be included in the Available Cooperators table for your unit or incident, but will not be available to other units and incidents.
3. To find a cooperator in the Available Cooperators table, sort the table so that cooperators are displayed in alphabetical order, as discussed in the Unit Selection Screen section.
4. Choose how many cooperators you want to view at one time – 10, 20, or All – by clicking on one of those numbers in the blue bar at the bottom of the Available Cooperators table.
5. If you select 10 or 20, you can jump from page to page by clicking on the page numbers in the blue bar at the bottom of the Available Cooperators table, you can then scroll through the cooperators.
6. If you select All, all of the cooperators will appear on one page and you can then scroll through them.
7. To attach an existing cooperator to an incident, click on the name of the organization in the Available Cooperators table at the bottom of the screen to highlight it and click the Attach Cooperator To Incident button.
8. The organization now appears in the Cooperators Attached to This Incident table at the top of the screen.
9. To detach a cooperator from an incident, click on the name of the cooperator in the Cooperators Attached To This Incident table at the top of the screen to highlight it and click the Detach As Cooperator button. The cooperator now appears in the Available Cooperators table.

To add a unit specific cooperator

Some cooperating agencies are available to all units and appear in the Available Cooperators list of each unit. This includes federal and national level organizations that can respond to incidents across the country. In some cases, your unit may be cooperating with a state or local agency in response to an incident. It would be impractical to try to include all possible cooperating units across the country in InciWeb. The list would be very large making it difficult to find the agency you want. However, you can add cooperators specific to your unit. The names you add are included in the Available Cooperators list for future use by your unit but are not visible to other units that use InciWeb. Use the following steps to add a new cooperator for your unit.

1. There are two ways to add a regional, state, or local cooperator specific to your unit.

2. First, if you want to “pre-load” regional, state, or local cooperators so that they are available to be attached to future incidents, without attaching them to a current incident, click the Add New Cooperator button in the Available Cooperators table at the bottom of the screen. A new row appears in the Available Cooperators table. Double click the red Cooperator Name cell and enter the cooperator’s name. Hit Tab to enter information into other cells (Abbreviation, Agency Type, etc.) or hit Enter to exit the table.

3. Enter any abbreviation or acronym the cooperator uses as a short form of their name in the Abbreviation cell.

4. If the organization is a state or local agency, double click the Agency Type cell, an arrow will appear next to the “Federal” field, click it and select Local or State.

5. If the cooperator has a website, enter the URL in the “Web Site URL” field after http://. **Do not type http://**

6. You can also add a cooperator and attach them to an incident at the same time.

7. To do that, click the Add New Cooperator and Attach To Incident button in the Available Cooperators table at the bottom of the screen. A new row appears in the Cooperators Attached To This Incident table at the top of the screen.

8. Enter information into the Cooperator Name and other cells as discussed.

9. To delete a cooperator from the Available Users table, click on the name of the cooperator to highlight it, click the Delete button, then click OK in the Message from webpage dialog box.

Entering Boundaries Information

If the incident you are reporting on impacts a large area, it may reach beyond the boundaries of your jurisdiction into neighboring areas. This includes crossing over the boundaries of a National Forest into private or other federal land (or vice-versa), crossing over a county line or even straddling the border of two states. In order to give the public a better sense of the scope of an incident, you can use the **Boundaries** section to associate the incident with multiple unit areas.

> **Note:** Only InciWeb superusers can add other jurisdictions to the list in the Boundaries section. If you are not an InciWeb superuser but anticipate that your incident will reach into neighboring jurisdictions, contact the superuser for your unit to have him or her add the neighboring unit(s) to your unit's Boundaries section.

You associate an adjacent unit area to the **Boundaries** section of an incident by attaching the unit agency name to the incident. The following describes the steps you use to attach another unit area to an incident.

1. The *"Boundaries"* screen enables you to identify unit and state boundaries an incident has crossed.

2. To do that, find the name of the unit in the Available Neighboring Units table and/or the name of the state in the Available Neighboring States table on the left side of the screen.

3. If you don't see the name of the unit or state that you are looking for in the tables, contact the Superuser for the unit as they are the only ones that can add units and states to the tables.

4. Double click the Attach cell in the Action column in the row of the unit and/or state whose boundary the incident has crossed in the Available Neighboring Units and/or Available Neighboring States tables on the left side of the screen.

5. The unit and/or state will appear in the Neighbors (Unit and State boundaries this Incident has crossed) table on the right side of the screen.

6. To detach a unit and/or state from the Neighbors (Unit and State boundaries this Incident has crossed) table, double click the Detach cell in the Action column in the row of the unit and/or state that you want to detach. The unit and/or state will appear in the Available Neighboring Units and/or Available Neighboring States tables on the left side of the screen.

Entering Twitter Information

Twitter (Twitter) is an Internet information sharing service that allows users to provide short notes about what is happening in their lives or organizations. The messages are transmitted almost instantaneously to the Twitter website. Other Twitter account users can subscribe to a particular Twitter "feed" from individuals or organizations to receive timely and concise updates on subjects and persons of interest to them.

An individual message sent by a user to Twitter is known as a "tweet." The InciWeb system includes a Twitter account that users can follow. InciWeb automatically sends out tweets whenever you change or add an incident summary, article, photo or map. You can also compose a tweet with a specific message by using the Tweets section of an incident record. Different agencies have different policies regarding the use of Twitter and other social media tools. Be sure you know, and comply with, the social media policies of the unit with jurisdiction over the incident that you are working on. Use the following steps to create and send a Twitter tweet about your incident.

1. InciWeb includes a Twitter account.

2. As discussed in the Create a New Incident Screen and 209 Screen sections, the hashtag (#) for your incident will be whatever is entered into the Name field on the Create a New Incident Screen and/or the 209 Screen.

3. To avoid having tweets from your incident combined with tweets from others, include the incident type after the incident name in the Name field, i.e. "Chicken Fire" instead of just "Chicken."

4. InciWeb automatically sends out tweets whenever you "change" or "add" a summary, article, photo, or map. When the automatic tweets are sent, they include state and unit identifier hashtags (#) in addition to the incident name hashtag. This is a feature of the original InciWeb administrative site that cannot be changed at this time.

5. A table showing all of the tweets that have been sent automatically from your incident appears on the Twitter screen. To access that, click the Twitter tab, located between the New Incident and Administration tabs.

6. You can also compose your own tweet on the Tweets Screen. To do that, click the Add tweet button; this opens the "Tweets for (incident name)" dialog box. Enter your text, and then click the Add Tweet button. You can enter the text either before the hashtag or after the hashtag (if you enter the text after the hashtag, it's more likely to be cut off if it is retweeted).

7. The yellow feedback bar should say “The incident tweet has been posted”. The tweet should appear in the Incident Specific Tweets table below (although it may take some time to appear due to network connections between InciWeb and Twitter).

8. To remove a tweet from the table, click on the tweet you want to delete to highlight it and click the Delete tweet button.

9. In the Tweets for (incident name) dialog box, you may have noticed the Incident Specific Tweets link. This link takes you to a Twitter Search page that will automatically list tweets for the incident that you are working on. Twitter generally only indexes tweets that are less than 10 days old. If it has been more than 10 days since a tweet has been sent for the incident you are working on, you may receive an error message when you click the “Incident Specific Tweets” link.

Note: The characters that appear inside the text box are an ID string required by the Twitter service to identify tweets. Do not remove or type over these characters when entering your message text. If these ID characters are removed, InciWeb will automatically re-insert them into your message when you send the tweet. This may cut off or truncate your message text if the length of the message approaches the maximum allowed number of characters.

Groups

There are a number of scenarios where one incident may become related to other incidents. For example, if an incident your unit is responding to grows in scope, a larger organization may assume management of the incident. In such a case, the incident name may be changed. Another example might be that lightning strikes start one or more fires in a unit area on one day and similar weather conditions result in additional fires in the vicinity on a subsequent day. Such a situation creates a complex of fires where each has its own incident name and details. Multiple incidents in a large area or a large fire may be organized into a theater of operations or joined under a new, temporarily unified command structure.

The **Groups** section of an incident record allows you and possibly other public information officers to join multiple incident records into a group that indicates a relationship between units and incidents. While this level of detail may not be of great significance for the general public, it can be important information for other agencies and news reporters. Together with timely management of incident contacts and related links, the **Groups** feature provides a way to show more details about the scope, organization, and management of related incidents.

Note: InciWeb uses four types of groups: Complex, Theater, Related, and Unified Command. Check with your incident commander to determine what type of group classification will be appropriate and which incident record should be used as the Group Parent before you set up a group.

To form a group there needs to be at least two incident records already added to InciWeb. One of the incident records is used to create the new group. This record is referred to as the “Group Parent.” Incidents that are joined to the group are referred to as “children” or group members. Before incidents can be joined together in a group, the group parent must be selected. Use the following steps to create a new group. The incident that you are currently working on will automatically be assigned to be the group parent and the group will be named after the incident. The group name will appear in the Group Parent field. If you want the group to have a different name, you have two options. The first is to create the group while working on another incident, so that incident will be assigned to be the group parent and the group will be named after that incident. The second is to change the name of the incident that you are currently working on.

1. To create a group, click the arrow to the right of the “Group Type” field to reveal a drop down menu, and then select the type of group you want to create - Complex, Theater, Related, or Unified Command. Then click the Create button.

2. The incident will be listed in a table as a group member and other incidents will now be able to join the group.

3. To delete a group, click the Delete Group button. This will delete the group for all of the other members as well.

Note: If you’re setting up a grouping with a new name, then change the name of the parent incident record. To do that, go to Unit Home, select the “209 Data” for your incident, click **Edit**, and make the name change.

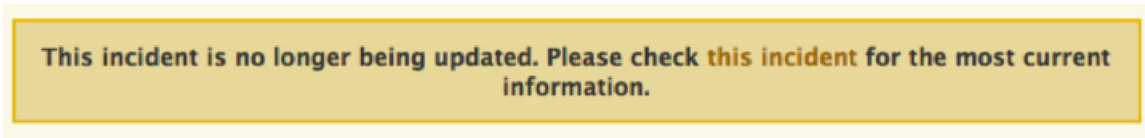
To join an incident to an existing group

1. To join a group, click on the name of the group that you want to join in the Available Groups table to highlight it (click the + icon to the left of the group name to see a list of group members), then click the Join Group button. Your incident will appear in a table as a group member.

2. To remove your incident from the group, without deleting the group, click the Leave Group button.

Redirect

As noted in the preceding sections, incidents can grow in scope and complexity to where multiple units are involved and a new management structure is needed. In response, it may be decided that a new incident record should be created that includes the information on the increased scope of the incident, the new managing unit contacts, and all the units involved. This may mean that you will no longer be tasked with updating the information in the record you originally created as someone from another jurisdiction may be given that assignment. Rather than deleting your original incident record, you can enable a “redirect” to guide InciWeb visitors to the new incident record that supersedes the original incident.



Activating this feature for your incident record adds a link statement at the top of the public InciWeb pages of the incident you originally created, redirecting viewers to the new incident record.

1. Under some circumstances, such as when a fire that started on your unit burns into a fire that started on a neighboring unit, it might make more sense to send InciWeb viewers to the incident on the neighboring unit than to keep updating the incident that you created.

2. Instead of deleting the incident you created, you can send InciWeb viewers to the incident on the neighboring unit using the Redirect Screen.

3. Look in the “Available Incidents for Redirection” table for incidents that you can redirect InciWeb visitors to. You can only redirect InciWeb viewers to incidents occurring on neighboring units. If you don’t see the neighboring unit that you are looking for in the Available Incidents for Redirection table, contact the Superuser for the unit as they are the only ones that can add neighboring units to the table, as discussed in the Boundaries Screen section.

4. Incidents are grouped by neighboring unit. Click the + icon to the left of the neighboring unit name to reveal a list of incidents occurring on a neighboring unit that you can redirect InciWeb visitors to.

5. Click on the name of the incident that you want to redirect InciWeb visitors to, to highlight it and then click the Redirect To button. A Current Redirection field appears indicating the incident that InciWeb visitors are being redirected to.

6. To stop redirecting InciWeb visitors to an incident on a neighboring unit, click the Remove Redirect button.

Chapter 4 Administration Screens for Users and Superusers

If you are an InciWeb user – and not a Superuser - you will only be able to access two screens through the Administration tab. Superusers will be able to access these two screens as well as three others.

User Profile Screen

The first screen that users and superusers can access is the User Profile Screen, which contains basic information about you. It's always a good idea to review this screen once in a while to ensure that your information is up to date.

When you enter phone numbers in the Work Phone and Mobile Phone fields, enter your area code and phone number without any parentheses, spaces, or dashes or else you will run out of space. This is a feature of the original InciWeb administrative site that cannot be changed at this time.

The IM Account 1 and IM Account 2 fields are for Instant Messaging Accounts, such as Microsoft Office Communicator.

When you have completed all of the fields, click the Save User Profile button to save any changes that you have made on this screen. If you want to remove information from all of the fields for some reason, click the Clear button.

Superuser Lookup Screen

The second screen that users and superusers can access through the Administration tab is Superuser Lookup.

You can use the Superuser lookup screen to find a Superuser who can give you access to a unit with an incident that you have been assigned to work on. Enter the name of the unit in the field that says "enter unit name search criteria," then click the search button. A list of Superuser names, email addresses, and phone numbers for the unit will appear on the right side of the screen.

If your search does not reveal any Superusers for a unit, the unit may not be entered into InciWeb or the unit may not have a Superuser identified. Instructions on how to enter a unit into InciWeb and how to become a Superuser are available on the NIFC PIO Bulletin Board at NIFC PIO Bulletin Board in a document titled "InciWeb Log In Accounts and Access." You can also obtain information about how to enter a unit into InciWeb and how to become a Superuser by contacting the Interagency Incident Applications Helpdesk at 866-224-7677 or helpdesk@dms.nwcg.gov

Additional Administration Screens for Superusers

In addition to the User Profile and Superuser Lookup screens, Superusers can access the Manage Access, Manage Unit, and Manage Neighbors Screens.

Manage Access Screen

Superusers can use the Manage Access Screen to give users who already have InciWeb accounts access to input information about incidents occurring on the Superusers' unit and to create InciWeb accounts for individuals who have been issued Ness Application Portal (NAP) usernames and passwords.

A list of users who have already been given access to input information about incidents occurring on a Superuser's unit is located in the "Users Attached to this Unit" table on the left side of the screen.

To change the access or status of a user or a superuser in the "Users Attached to this Unit table," click the Edit button in the Manage column in the row with their name. The user or superusers name will now appear in the "Add a New User or Change User Access" table on the right side of the screen.

You can change the date when you want the user or superuser's access to your unit to expire by clicking the arrow to the right of the "Access Expires" field to reveal a drop down calendar and selecting a date.

Or, if you want the user or superuser to have access to your unit indefinitely, you can check the box to the right of the "Never Expires" field.

If you want to change the status of a user to a superuser, check the box to the right of the "Make Superuser" field. If you want to change the status of a superuser to a user, uncheck the box to the right of the "Make Superuser" field.

When you have finished changing the user's access or status, click the Exit Edit button at the bottom of the "Add a New User or Change User Access" table.

To grant access to your unit to a user who already has an InciWeb Account, find their name in the "Available Users" table by scrolling through the list or by using the "Filter" function."

If you want to scroll through the list, you can choose how many names you want to view at one time, as discussed in the Cooperators Screen section.

You can also search for a user in the "Available Users" table by clicking the bar that reads "No filter applied" as discussed in the Unit Selection screen section.

When you find the user you are looking for, click the Attach button in the Action column in the row with their name. The user's name will now appear in the "Users Attached to this Unit" table. InciWeb will automatically set the time that the user has access to your unit for 14 days from the current date.

To change the user's access or status, click the Edit button in the Manage column in the row with their name in the "Users Attached to this Unit" table. Their name will appear in the "Add a New User or Change User Access" table on the right side of the screen and you can edit their access or status as previously discussed.

Superusers can use the "Add a New User or Change User Access" table on the right side of the screen to create InciWeb Accounts for any user who has been issued a Ness Application Portal (NAP) username and password.

Users who do not have a NAP username and password can request one by following instructions posted on the NIFC PIO bulletin board at NIFC PIO Bulletin Board in a document titled "Ness Application Portal (NAP) Account Request Instructions."

To create an InciWeb Account for an InciWeb user who has been issued a NAP username and password, complete the required fields (indicated by a *) in the Add a New User or Change User Access table. Indicate when you want the user's access to expire and their status as previously discussed, then click the Create New User button at the bottom of the table. The user's name will appear in the Users Attached to this Unit table. If you want the new user to have access to your unit, no further action is required. If you do not want the new user to have access to your unit, click the Remove button in the row with their name. The user's name will now appear in the Available Users table and they will be available to be given access to any unit.

Manage Unit Screen

Superusers can enter or update contact information for their unit(s) on the Manage Unit screen.
Enter or edit at least all of the required fields, indicated by a * then click the Save button.

If you want information about incidents that occur on the unit that you are a superuser for to be posted on InciWeb, click the arrow to the right of the Status field to reveal a drop down menu and select "Active."

If you do not want information about incidents that occur on the unit that you are a superuser for to be posted on InciWeb, click the arrow to the right of the Status field to reveal a drop down menu and select "Inactive."

To remove information from all of the fields, click the Clear button.

Manage Neighbors Screen

As discussed in the Boundaries Screen section, only Superusers can identify neighboring states and units whose boundaries an incident on their unit might cross. Superusers can do that on the Manage Neighbors Screen.

A list of states and units that are already attached to your unit appears in the "Your Attached Neighbor States and Units" table on the right side of the screen.

To detach a state or unit in this table from your unit, click the Detach button in the "Action" column in the row of the state or unit you want to detach.

The "Your Available Neighboring States and Units" table on the left side of the screen enables superusers to attach additional states and units to their unit(s).

Only units that have been entered into InciWeb will be available to be identified as neighboring units. Instructions on how to enter a unit into InciWeb are available on the NIFC PIO Bulletin Board at NIFC PIO Bulletin Board in a document titled "InciWeb Log In Accounts and Access." You can also obtain information about how to enter a unit into InciWeb by contacting the Interagency Incident Applications Helpdesk at 866-224-7677 or helpdesk@dms.nwcg.gov.

To attach units in the state that your unit is located in (indicated in the grayed out "Your State" field), click the arrow to the right of the "Attach the neighbor unit" field, select a unit, then click the "Attach" button. The unit will now appear in the "Your Attached Neighbor States and Units" table on the right side of the screen.

To attach states to your unit, click the arrow to the right of the "Select Units From" field, select a state, then click the Attach selected state button at the bottom of the "Your Available Neighboring States and Units" table. The state will now appear in the "Your Attached Neighbor States and Units" table on the right side of the screen.

To attach neighboring units in a state other than the one your unit is located in to your unit, click the arrow to the right of the "Select Units From" field and select a state. Then, click the arrow to the right of the "Attach the neighbor unit" field, select a unit, and click the Attach button to the right of the "Attach the neighbor unit" field. The name of the unit will now appear in the "Your Attached Neighbor States and Units" table on the right side of the screen.

To continue to attach additional neighboring units in the state your unit is located in or in other states, click the Close selected state button at the bottom of the "Your Available Neighboring States and Units" table and repeat the processes previously discussed.

Guide for Effective Communication using InciWeb

Information on-demand is a growing expectation in our increasingly connected society. The effectiveness of InciWeb depends greatly on the quality of information it provides. Information that is hard to find, difficult to understand, and obviously out-of-date discourages people from visiting the InciWeb site to learn about incidents that may impact them. The following is a short list of recommendations to help you make the most effective use of InciWeb.

Learn from Examples

Try to look at incident information as a member of the public would. Notice how other units have posted their incidents and think about what you like and don't like. Learn from examples and implement your ideas to make your work on InciWeb an effective communication resource.

Current Content

Keep the information about your incident on InciWeb fresh. Current and up-to-date content reassures people that InciWeb is THE reliable source for incident information. This helps them as well as you. Out-of-date and stale information frustrates visitors and prompts them to seek information elsewhere. This will likely generate more phone calls and emails to your office.

Image Descriptions

Include captions and descriptive text with photos and map images. Include specifics about the time frame represented, the location, the point of view, and what event or activity is shown.

Contact Information

Include accurate contact information for the unit (or units) handling the incident. Be sure that interested individuals can find the best person to contact for more information about the incident. Also include the time of day when the information officers are available for contact by the public.

Dates and Times

When posting information on InciWeb, include the day of the week, the date, and, when appropriate, the time period for which the information is applicable. You do not need to include the date or time that you entered the information into InciWeb as that will be added automatically by the InciWeb system. Visitors to InciWeb may not see the information you posted today until a day or more after you post it. For example, if you post an announcement of a public meeting saying that the meeting will be held “today” instead of specifying the date and day of the week, visitors to your incident pages can be confused by the information when they view it on days after the day of the meeting.

Agency Jargon

Remember your audience and their level of knowledge. Translate agency and domain specific jargon into words that would be understandable by a person unfamiliar with incident response activities.

Check the Site

Check to see what your work looks like on the public side of InciWeb while you are adding and updating information. Click on the **Public Site** link in the footer section at the bottom of any page on the InciWeb Admin Server. This will display the page you are working on as it will be displayed on the public InciWeb site. After viewing your work through the Public Site link, use the back button or arrow in your Web browser to return to the Admin Server pages and continue working.

10-Day Tweets

If you use Twitter to communicate about your incident, remember that tweets specific to your incident will often be dropped from the Twitter search database after 10 days. If there is still information to share about your specific incident 9 days after you send your first incident specific tweet, send a new tweet so that Twitter users can find the most current information.

Other Ways of Sharing InciWeb Information

The effectiveness of any communication medium includes making quality information available and letting people know where to find it. There are several ways you can use InciWeb to share incident information with the public and media. By publicizing how people can use the public InciWeb site to find and follow information about an incident, you can focus more attention on keeping the incident information up-to-date rather than answering phone calls and emails to give the same information over and over again.

Direct Web Link to an Incident Record on InciWeb

One way to share information on specific incidents is by forwarding the Web address or URL of the specific incident record in InciWeb. You can do this by adding the Web address into an email message, onto your agency website, or recording it in an automated phone message system. You may also share it with other organizations that provide information to the public and interested parties, such as a website of a local newspaper or municipality. Those who receive the address can link directly to the individual incident report in InciWeb to see the latest updates, maps, pictures and articles for that incident.

An example of a direct link to an incident report on InciWeb is:

http://www.inciweb.nwcg.gov/incident/1923/

In this example, the number **1923** represents a record number within the InciWeb database (this is not a year or date related to the incident).

How to find the direct link for an incident in InciWeb

1. Go to the InciWeb website

   a. Find the incident for which you want to provide a direct link

   b. Click to open that incident record

   c. In the address bar near the top of web browser page, find the address for the incident record that has the pattern:

      http://www.inciweb.nwcg.gov/incident/<record-number>/

      Where **<record-number>** is the unique number assigned by the InciWeb system for that incident record.

   d. Select or copy the entire address from the Web browser and save it in a text document or email. Alternately, you can make a note of the address by hand or by another method. You can then send the address to interested organizations and individuals so that they can go directly to your incident record on InciWeb.

Incident News Feed on Twitter

As noted earlier in this chapter, the InciWeb system is set up to automatically feed incident news data to the InciWeb Twitter account. The Twitter account can be found at the following URL:

http://twitter.com/inciweb

Although you can forward this Web link in the same way as the address of an individual incident, the Twitter News Feed link on the Incident main page includes all incidents displayed in the Current Incidents Table on the InciWeb main Incident page.

The Twitter News feed for an individual incident report can be found by visiting the page for the incident on the public InciWeb site. Clicking on the **Twitter Feed** link in the **FOLLOW THIS INCIDENT** box on the right-hand side of the page will open a new browser window or tab displaying the Twitter Search page. Like with the direct link to an incident record on the public InciWeb site, you can copy the Twitter feed URL from the Web browser and forward it to interested individuals. The URL will have a form like the following example:

http://search.twitter.com/search?q=from%3Ainciweb+%23New_NMCCP

The last characters on the right-hand end of the URL are constructed from the first letters of the incident name and an abbreviation or acronym of the unit reporting the incident.

Note: Twitter generally only indexes tweets that are less than 10 days old. If it has been more than 10 days since an update was posted to your incident on InciWeb, the incident may no longer be in the active Twitter search index and a "No Results Found" message will appear when users click on the **Twitter Feed** link. You can use the Tweets section to send updated messages for your incident to Twitter.

Incident RSS Feed from InciWeb

Web browsers such as Mozilla FireFox or Opera can be used to view RSS feed information directly by entering the Web address or URL of the news feed. The InciWeb RSS news feed can be found at:

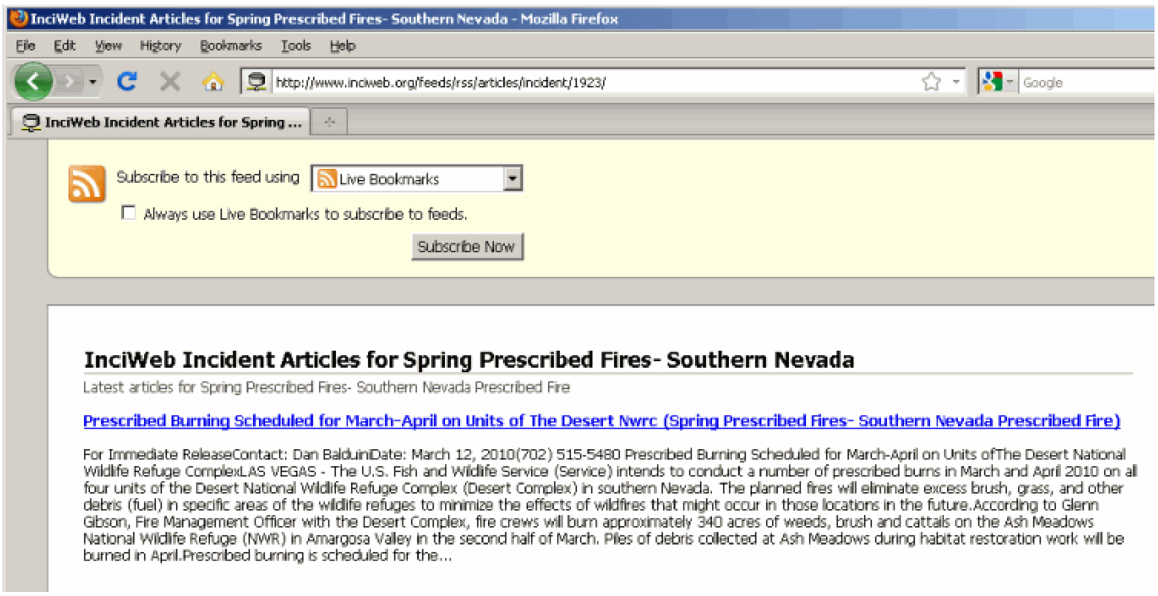
http://www.inciweb.nwcg.gov/feeds/rss/incidents/

Like with the Twitter News Feed, the Incident RSS Feed link on the Incident main page includes all incidents displayed in the Current Incident Table on the InciWeb main Incident page. To view the RSS feed for an individual incident, the URL will have the form of:

http://www.inciweb.nwcg.gov/feeds/rss/articles/incident/<record-number>

where **/<record-number>**is replaced with the number used by InciWeb to identify the record. Normally, this will be the same number as the one used for the direct Web link discussed in the section above.

Below is an example of the RSS Feed output for an incident displayed in the Mozilla FireFox Web browser (version 3.6).



A - GLOSSARY

Admin Server	**On InciWeb, the term used to describe the portion of the system where authorized users can add and update information.**
breadcrumbs	Navigation aids in the Web interface. These are named hyperlinks arranged visually to display the path or context of the page that is being viewed. These are intended to help users go back and forth through a path or hierarchy of related Web pages. A breadcrumb "trail" is usually listed in one line with links arranged left to right. Breadcrumb links start with the most general or highest level links to the left and tend to get more specific with each additional breadcrumb added to the right end the line.
children	Individual incidents that are members of a larger group, as when several incidents are merged into an area command or are grouped together in a "complex" of adjacent incidents.
disclaimer	A statement of limitations on responsibilities and liabilities.
drop-down menu	A menu listing that is displayed on a Web page when a selection menu is associated with a text entry box. The list of options is usually displayed by clicking on a small button at the right-hand end of the text box. The resulting menu display often has a scrolling tool that allows users to see all the items in list.
feeds	Internet-based data services that publish selected information from a website in a concise format. Users may "subscribe" to a feed and thus be able to view a summary list of new information from an agency without having to visit the agency's website.
Follow box	A feature in InciWeb that provides ways that people can be notified when you post new information on InciWeb by using data feeds (see "feeds").
home unit	The agency and/or jurisdiction to which you are administratively assigned.
ICS Form 209	An Incident Command System form that is used to officially report on incidents.
Incident	Any event or disaster managed by the Incident Command System. Examples include hurricanes, tornadoes, chemical

	spills, wildfires, prescribed fires, earthquakes, law enforcement situations, and search and rescue efforts.
Incident Command System	A formal way of organizing, qualifying, and training people with particular skills to respond to a major event or disaster.
incident record	The collection of information describing an incident within the InciWeb system. This may include text, photos, announcements, news releases, etc.
jpg or jpeg	A commonly used computer file format to record photographic images. Files with the .jpg or .jpeg filename suffix can be uploaded as InciWeb photographs and maps.
links	Text, a button image, or graphic on a webpage that you click on using a mouse or touchpad. Clicking on the link directs your Web browser to the "linked" webpage.
Parent group	In InciWeb, an incident record that is used to associate related incidents that are being managed as a unified or complex of incidents.
pdf	A computer file format that allows sharing of text documents and images in a consistent way. In InciWeb you may upload the pdf version of a map after you upload the map as a jpg file. Viewing a file in the pdf format requires a commonly–available "reader" program (usually Adobe® Acrobat reader).
User profile	Information about you kept by InciWeb including your name, email address, and unit related information.
Public InciWeb Site	Within the InciWeb system, the portion of the system that is accessible to the general public and does not require an InciWeb login account for access.
RSS	An acronym for "Really Simple Syndication," RSS is a type of Internet data feed that makes concise lists of articles and data items available to Internet users. An Internet user can "subscribe" to a feed to easily receive updates from the feed source, often for free.
superuser	An InciWeb user who can give permission to other users to work on their home unit. Superusers also manage their home unit's list of neighboring units and other unit information.
tweets	Short text messages posted on the Twitter social networking site. A tweet is limited to 140 characters of text. Other Twitter users can choose to "follow" the tweets of a Twitter user in

	order to stay updated with the latest activity posted by that user.
Twitter	A social networking service and website where users post short messages about their latest activities and ideas. Internet users that have a Twitter account can select who they want to “follow” by subscribing to the Twitter feeds from particular individuals or organizations (see also “feeds”).
unit	The jurisdiction at the lowest level of an agency. Examples include individual BLM field offices, National Parks, National Forests, or state land offices.
URL	An acronym for “Uniform Resource Locator,” also commonly referred to as a Web address, this is a technical term for where to locate and access information on the Internet.
user	A person who is authorized to add and edit InciWeb records. Many users are qualified PIOs.
user name	A name you create for accessing InciWeb. You can change your user name to something other than your email address to log on to InciWeb.
webpage	An individual screen or page of information available on the Worldwide Web. Most websites are composed of multiple, linked web pages on a server to organize information.
website	A location on the Worldwide Web where information about a particular organization or subject is made available. A website has a unique URL or Web address used by a Web browser to identify the “location” of the information.

B - APPENDIX

Resources for InciWeb Users

This section includes resources to help InciWeb users in complying with applicable policies and obtaining support for their use of InciWeb.

1. An Overview of Internet Policy

(See the following Acceptable Use Policy:
http://www.fs.fed.us/r2/nfp/Acceptableanduse.htm)

2. 508 Compliance: Understanding the Laws Governing InciWeb

This section includes a summary of Section 508 guidelines that govern the content on InciWeb. You can find additional information at the following Web address:

http://www.section508.gov/index.cfm?FuseAction=Content&ID=11

Web-based Intranet and Internet Information and Applications (1194.22)

The criteria for web-based technology and information are based on access guidelines developed by the Web Accessibility Initiative of the World Wide Web Consortium. Many of these provisions ensure access for people with vision impairments who rely on various assistive products to access computer-based information, such as screen readers, which translate what's on a computer screen into automated audible output, and refreshable Braille displays. Certain conventions, such as verbal tags or identification of graphics and format devices, like frames, are necessary so that these devices can "read" them for the user in a sensible way. The standards do not prohibit the use of website graphics or animation. Instead, the standards aim to ensure that such information is also available in an accessible format. Generally, this means use of text labels or descriptors for graphics and certain format elements (HTML code already provides an "Alt Text" tag for graphics which can serve as a verbal descriptor for graphics). This section also addresses the usability of multimedia presentations, image maps, style sheets, scripting languages, applets and plug-ins, and electronic forms.

The standards apply to Federal websites but not to private sector websites (unless a site is provided under contract to a Federal agency, in which case only that website or portion covered by the contract must comply). Accessible sites offer significant advantages that go beyond access. For example, those with "text-only" options provide a faster downloading alternative and can facilitate transmission of web-based data to cell phones and personal digital assistants.

Video or Multimedia Products (1194.24)

Multimedia products involve more than one media and include, but are not limited to, video programs, narrated slide production, and computer generated presentations. Provisions address caption decoder circuitry (for any system with a screen larger than 13 inches) and secondary audio channels for television tuners, including tuner cards for use in computers. The standards also require captioning and audio description for certain training and informational multimedia productions developed or procured by Federal agencies. The standards also provide that viewers be able to turn captioning or video description features on or off.

Information, Documentation, and Support (Subpart D)

The standards also address access to all information, documentation, and support provided to end users (e.g., Federal employees) of covered technologies. This includes user guides, installation guides for end-user installable devices, and customer support and technical support communications. Such information must be available in alternate formats upon request at no additional charge. Alternate formats or methods of communication can include Braille, cassette recordings, large print, electronic text, Internet postings, TTY access, and captioning and audio description for video materials.

3. InciWeb User Forum on Google Groups

The InciWeb Team maintains an on line forum for supporting users and providing feedback. This forum is set up as a group on the Google Groups service. The address for the group home page is

http://groups.google.com/group/inciweb

You need to have a Google login account in order to access the InciWeb Google Group. There is also a link on the InciWeb Google Group home page that you click on to apply for membership in the group. Once you are approved as a member of the group you can login using your Google login account and read postings about InciWeb development, pose questions to other group members, and stay up to date as the InciWeb system grows and develops.